



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #08-45-SYS *(This Policy Directive Replaces PB #08-71-ELI)*

NEW HIRE CALL-IN PROCESS

Date: December 5, 2008	Subtopic(s): NYCWAY
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AUDIENCE The instructions in this policy directive are for Regional and designated Job Center staff and are informational for all other staff.

POLICY The New York State New Hires computer match is not considered verified upon receipt. The designated Job Center staff must verify with the participant or the primary source, the accuracy of the information before initiating any case action.

If the participant does not respond to a written request for information or does not appear for an interview and no request has been made to reschedule, the designated Job Center staff can close the case for failure to cooperate. The designated Job Center staff must issue a timely notice of intent to discontinue benefits. In these situations, continuing eligibility for assistance has not been established. Assistance cannot be opened/reopened until the match information is resolved.

BACKGROUND

The New Hire Match is not considered verified upon receipt.

See [PD #07-45-EMP](#)

The Human Resources Administration (HRA) receives a New Hire Match file from New York State which identifies participants who are in receipt of CA and are also receiving employment income. Management Information Systems (MIS) will match the New Hire Match file against the Welfare Management System (WMS), NYCWAY, and TALX/The Work Number Service Review to eliminate the following cases from the call-in:

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*

- CL (Closed)
- RJ (Denied)
- WD (Withdrawn)
- HIV/AIDS Services Administration (HASA)

Cases where NYC is the employer

For cases in which New York City (NYC) is the employer, NYCWAY will post an **11NY** (New Hire Match City of NY Employment)/**16NY** (New Hire Match City of NY Employment-WeCARE) with a 14-calendar day Future Action Date (FAD) and place the case on the **NHNYC** Worklist. These cases will be reviewed by Employment Services (ES) staff to determine if these were former Parks cases that received permanent employment and if so, will review those cases to see if the income has been budgeted. If a call-in is not required, ES staff will post a **10NX** (New Hire Match Cancel/Completed)/**16NX** (Cancel New Hire Actions WeCARE) to close out the **11NY/16NY** Action Codes. If the income has not been budgeted, ES staff will post Action Code **11NH/16NH** to place the case on the **NHMAT** Worklist for the Job Centers to review.

ICP review of TALX hits

TALX matches are considered verified upon receipt.

See [PD #07-45-EMP](#)

For those cases identified by TALX with income, an **11NT** (New Hire TALX Match Case)/**16NT** (WeCARE New Hire TALX Match Case) is posted by NYCWAY. These cases will appear on the **NHTLX** Worklist with a 14-calendar day FAD and are sent to the Income Clearance Program (ICP) for follow-up. ICP will review WMS and NYCWAY to determine if the income was already budgeted. If the income was budgeted and there is no **FIA3A** on file, ICP staff will initiate an Informational Only **FIA3A**. If the income was not budgeted, ICP will initiate an automated **FIA3A** to budget the income and close out Action Codes **11NT/16NT**.

If ICP is unable to make a determination, ICP staff must post an **11NH/16NH** to place the case on the **NHMAT** Worklist for the Job Centers to review.

Note: Job Center JOS/Workers should not take any action on cases with Action Codes **11NT/16NT**.

If after 14 calendar days ICP has not completed the review of a case, NYCWAY will autopost an **11NH/16NH** for those cases remaining on the **NHTLX** Worklist. This places the case on the **NHMAT** Worklist.

REQUIRED ACTION

Regional Responsibilities

Designated Regional staff must:

Income already reported

- review the **NHMAT** Worklist to determine if the last employment reported matches the one listed on the New Hire Match file. Check the **FIA3A** and WMS to make this determination.
- post a **10NX** or **16NX** to eliminate these cases from the call-in once a determination is made as to which cases have already reported employment, and if an **FIA3A** or **FIA3A Information Only** has been completed or is in progress.

Call-in required

- post a **10NM** (New Hire Match Call In Appointment) or **16NM** (New Hire Match Call-In Appointment-WeCARE) if the employment listed has not been reported, or if the Social Security number (SSN) does not match the participant's, or if another discrepancy about the participant exists. The **10NM/16NM** will place these participants on the **NHCAL** Worklist.
 - Select the desired appointment date/time on the **Appointment Requestor for Action Codes 10NM/16NM** screen and print the Notice to Report to Center form (**M-3g**) with prefilled comments and mail it to the participant. If the employed person is under 18 years of age, mail the letter to the casehead.

Participants with travel restrictions

Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) participants with travel restrictions (other than **16TE** [WC Travel Accommodation: Temporary Medical Restriction] or **16TT** [WC Paratransit Services Needed]) will be called in. If they Fail To Report (FTR), the case will appear on the **WECNH** Worklist for WeCARE to monitor. WeCARE will conduct an outreach and if the outreach is unsuccessful, NYCWAY will autopost the appropriate infraction code.

Homebound Appointments

Designated Job Center staff must:

- review the **NHMAT** Worklist to identify homebound cases with Action Code **11HB**, and check the **FIA3A** and WMS to determine if the last employment reported matches the one listed on the New Hire Match file.
- post a **10NX** to eliminate cases from the call-in if the income was already reported, or if an **FIA3A**, **FIA3A Information Only** had been completed or was in progress.
- if the income was not reported, or if the SSN did not match the participant's, or if another discrepancy about the participant existed, contact the participant to schedule a home visit on a date and time that is acceptable to the participant.

- Tell the participant that he/she will need to have documents available verifying the employment such as pay stubs or an employer letter.
- Remind the participant if he/she cannot be home at the time of the visit, he/she must call the JOS/Worker in advance.
- post a **10HV** in NYCWAY for the homebound participant. In the **Comment** field, indicate that the participant and the designated Worker have agreed to a date and time for the home visit. The FAD of Action Code **10HV** must be the date of the home visit.
- go to the participant’s home and interview him/her in the same manner as a non-homebound participant.
 - If the participant is not at home, leave a signed and completed **W-901J** form at the participant’s home. The **W-901J** form informs the participant that he/she must contact the Worker by the close of business the next business day or his/her CA case may be closed.
- establish whether the participant is employed in or out of the home and review documentation to confirm the employment.
 - Collect the documents provided by the participant and bring them back to the Job Center to scan and index. If the documents are originals, mail them back to the participant.
 - If the documents are not sufficient, give the participant a self-addressed envelope to mail the missing documents to the Regional Office.
- follow the resolution and infraction process beginning on page 5.

In-Office
Appointments

When the participant arrives for the appointment, the designated JOS/Worker must:

- meet with the participant to determine if he/she is employed as per the New Hire Match file. Review the documentation submitted by the participant, then scan and index.
- schedule a return appointment with a FAD of seven days and post a **10NM/16NM** for participants who have insufficient documentation. This code requires a mandatory comment.

Reschedule appointment

Participants with
insufficient
documentation

Slots for Action Codes **10NM/16NM** must be maintained as Appointment Type **S7**.

- to resolve the New Hire Match, follow the Resolution process on page five and the Infraction process on page six.

Homebound and Office Appointments

Resolution Process

To resolve the New Hire Match, the JOS/Worker must:

Unresolved RFI items

- review WMS for any unresolved Resource File Integration (RFI) items and resolve them by the end of the call-in process per current procedure.

Employed participants

- complete a Letter to Past and Present Employer form ([W-532](#)) and send it to the employer.

Refer to [PD #02-49-ELI](#) for details

- give the participant the Benefits and Services for Employed Individuals form ([W-203R](#)) if the participant is employed, and:
 - complete the **FIA3A** and a budget as per current procedure. JOS/Workers should initiate an **FIA3A** Informational Only if the employed participant is a minor. See PD #02-49-ELI for the treatment of employment earnings of minor children and follow the actions in the Participant Action Chart (**Attachment A**) of this policy bulletin.
 - budget the income per current procedure as outlined in the PA Budgeting Manual, and do not lift the sanction if the employed participant is on a durational sanction.
 - if the participant is in WeCARE and has employment income, it must be budgeted as per current procedure. See **Attachment A**. Do not initiate or complete an Employment Plan.

Note: If the employed person is a legally responsible relative, initiate the **FIA3A** for his/her line to budget the income against the entire household. Post a **10NH** (New Hire Call In Comments) on the employed person’s line. Complete the casehead/payee appointment with a **10NX/16NX** with a comment indicating the casehead who is not employed.

See [PB #03-43-ELI](#) for details on FS household composition

If the employed person is a non-legally responsible relative and the income is sufficient to meet his/her needs, close his/her line for Cash Assistance and budget the income for Food Stamps (FS) only. If the non-legally responsible relative is not mandated into the FS household and does not eat and prepare meals with the household, remove him/her from FS case as well. Post a **10NH** (New Hire Call In Comments) on the employed person’s line. Complete the casehead/payee appointment with a **10NX/16NX** with a comment indicating the casehead who is not employed.

No longer employed

- confirm the employment status of participants who state they are no longer employed by contacting the employer using form **W-532**. Ensure that the participant has applied for or is in receipt of Unemployment Insurance Benefits (UIB), or in receipt of a letter of termination from the employer, if applicable.

- If the documentation is sufficient to verify the participant's unemployment, post a **10NW** (New Hire Call In: No Longer Employed) with comments.

For details on work assignments for minors, refer to [PD #07-17-EMP](#), [PD #07-23-ELI](#), and **Attachment A**.

For WeCARE participants, post a **16NW** (WeCARE New Hire Match Not/No Longer Employed); no further action is required.

Fraud suspected

- initiate referrals for barrier or engagement needs as per current procedure.
- make the appropriate referral to the Bureau of Fraud Investigation as per [PD #07-03-OPE](#) if fraud is suspected, or if the participant claims someone may be using his/her SSN.

Infraction Process

If the participant fails to report or cooperate during the New Hire process, follow the steps below and on page 7:

Homebound and Office Appointments

- For the special needs region, NYCWAY will autopost a **452O** 14 days after the appointment date of the **10HV** or **10NM** and place the case on the **CLOSE** Worklist.
- For WeCARE cases, NYCWAY will autopost a **16NR** (WeCARE Failed To Respond To New Hire Call-In Notice) with a 30-day FAD one day after the appointment date of the **16NM**, which will place the case on the **WECNH** Worklist for WeCARE to monitor. If WeCARE participants fail to respond to WeCARE Outreach, NYCWAY will autopost a **452O** (non-homebound participants) the day after the 30-day FAD of the **16NR** and place the case on the **CLOSE** Worklist.

FTR

- For all other geographic regions, NYCWAY will autopost a **452O** one day after the appointment date of the **10HV** or **10NM** for cases that did not keep the appointment. This will place the case on the **CLOSE** Worklist.

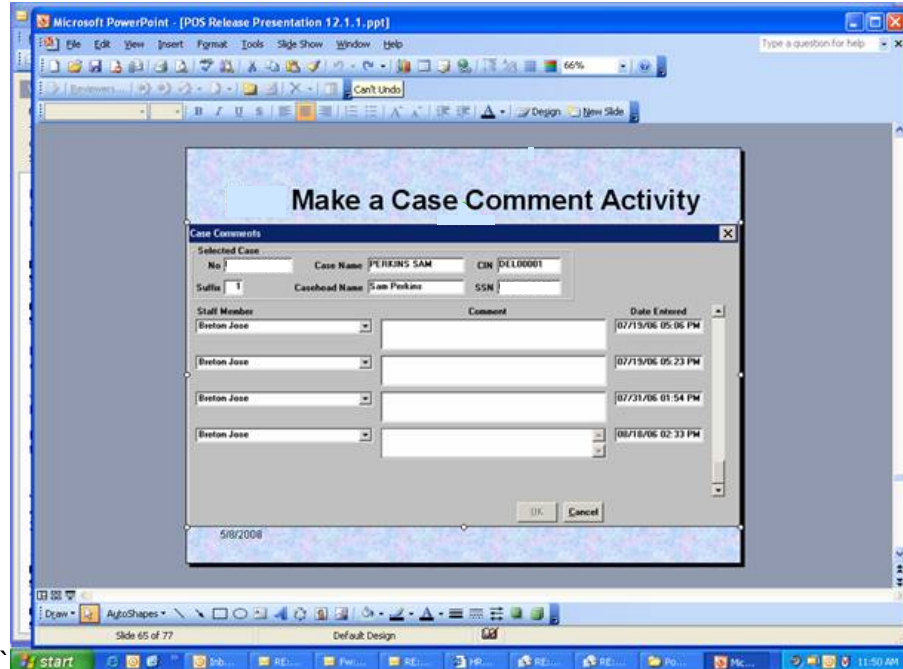
Failure To Cooperate (FTC)

- If a participant fails to cooperate with the New Hire process, post a **452C** (FTC with New Hire Process) with a mandatory comment. The case is then placed on the **CLOSE** Worklist.

NOI Clerks

- Notice of Intent (NOI) Clerks will review the **CLOSE** Worklist and close cases using Case Closing Code **N17** (Failure to Complete Eligibility Process). Do not suppress the Client Notices System (CNS) notice. Enter a comment in the Paperless Office System (POS) through the **Make a Case Comment** activity. If the non-compliant individual is not the casehead or legally responsible adult, do not close the entire case, instead, remove the individual from the case using Closing Code **Y99** (All Other-Manual Notice Required).

Make a Case Comment Activity screen



- NOI Clerks will monitor the **CLOSE** Worklist and will manually post a **412U** (NOI Sent – Eligibility) when the NOI has been initiated.

CA and FS Overpayments

In accordance with PB #08-110-OPE and the Change/Periodic Reporting and Recertification Schedule Desk Guide (**W-200FF**), the participant must report changes in income within 10 days of receipt of the income for CA. If the participant has not, the Worker must initiate a recoupment.

For Food Stamps (FS), if the household is a six-month reporting household and the total gross income is less than 130% of the poverty level, the change does not have to be reported until recertification. If the household's total gross income exceeds 130% of the poverty level, the change must be reported by the 10th day of the month following the month when the change occurred.

For FS, if the household is not a six-month reporting household, the change must be reported by the 10th day of the month following the month when the change occurred. If it is determined that an overpayment was made, follow the instructions in PD #07-11-ELI.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

There are no implications.

Food Stamp Implications

FS participants are not required to report to the Job Center between certification periods, therefore, no adverse action can be taken against the FS household for failure to comply with eligibility call-in. As a result, the income from the New Hire Match can only be budgeted for FS when it is verified by a primary source (e.g., employer or participant) or at the next recertification.

Medicaid Implications

When a case is ineligible for public assistance due to employment income, the closing code will initiate transitional assistance. Medicaid is available as a transitional benefit for six months for employed individuals and their families which, if eligible, can be extended up to one year.

When a participant fails to appear for an eligibility appointment, and is determined ineligible, a separate Medicaid determination is required (see PD #06-27-ELI for more details).

LIMITED ENGLISH-SPEAKING ABILITY (LESA) 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

If the applicant/participant comes to the Job Center to request a conference, the Receptionist must alert the Fair Hearing and Conference (FH&C) unit that the applicant/participant needs to be seen by the FH&C Supervisor I/AJOS I. If the applicant/participant calls the JOS/Worker directly, the JOS/Worker must tell the applicant/participant to call the FH&C unit.

The FH&C Supervisor I/AJOS I will listen to and evaluate the applicant's/participant's complaint. After reviewing the case record and discussing the issue with the JOS/Worker and Group Supervisor, the FH&C Supervisor I/AJOS I will make a decision. If it is determined that the participant had good cause for not complying with the engagement requirement, the FH&C Worker will:

- enter Action Code **820** (Good Cause Granted) into NYCWAY to stop the closing and settle the case in conference by stamping the NOI with the words, "Settled in Conference" (SIC),
- complete the Fair Hearing Update form ([LDSS-3722](#)) and forward it to Control for data entry, and
- refer the case while the participant is still in their presence to the JOS/Worker by posting a **10FH** (Referral from FH&C for Employability Assessment) or a **16FH** (Return to WeCARE After Good Cause is Granted).

The FH&C Supervisor I/AJOS I is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

Should the participant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a 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.

All Evidence Packets must contain a detailed history (e.g., copies of POS "Case Comments" and/or NYCWAY "Case Notes" screens, History Sheet [\[W-25\]](#)), copies of relevant WMS screen printouts, notices sent and other documentation relevant to the action taken. Should the participant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a 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.


REFERENCES

[02 ADM 8](#)
[18 NYCRR 387.8,17](#)
[18 NYCRR 351.2, 351.8\(a\)\(2\)](#) and [351.21\(a\)](#)
[18 NYCRR 352.20\(a\)](#), [352.30\(a\)\(e\)](#), [387.11\(f\)\(j\)](#)

RELATED ITEMS

[PD #02-49-ELI](#)
[PD #07-11-ELI](#)
[PD #07-17-EMP](#)
[PD #07-23-ELI](#)
[PD #07-45-EMP](#)
[PB #05-146-SYS](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

Attachment A Participant Action Chart (Rev. 12/4/08)
Attachment B Action Codes for the New Hire Call-In Process (Rev. 12/4/08)
W-901J Missed Interview (New Hires Homebound)

Attachment A

Rev. 12/4/08

Participant Action Chart

	Legally Responsible Adult	Non Legally Responsible Adult	Child Under 18 in High School	Child 18 to 19 in High School *	Child Under 21 in College, Vocational or Technical School	Child 17 to 20 Not in School *
Not Employed	Post 10NW . Engage	Post 10NW . Engage	Post 10NW . Post 186V through EP.	Post 10NW . For 18 year olds, refer to BTW for employment assessment unless exempt.	Post 10NW . Engage** TAG referral	Post 10NW . Engage
Employed Full-Time	Initiate an FIA3A . No assignment necessary.	FIA3A . Remove line and income for CA and rebudget for FS.	Disregard income for CA and FS. FIA3A Informational . Post 186V through EP.	Disregard income for CA but include for FS. FIA3A Informational . Post 186V through EP.	Disregard income for CA but include for FS. FIA3A Informational .	FIA3A Informational . Remove line and rebudget for FS.
Employed 20 to 29 Hours	Initiate an FIA3A . BTW referral if not in concurrent assignment. Post 115W if already engaged.					FIA3A Informational . Remove line and rebudget for FS. ***
Employed Less Than 20 Hours						

*Refer to PD #07-17-EMP and PD #07-23-ELI for details on work assignments for 16 through 19-year-old participants.

*Refer to PD #02-49-ELI for treatment of employment earnings of dependent children/minors.

**Workers need to verify if the college provides an alternate activity.

***For 17 year olds not in school, working part-time, a BEGIN referral is required.

For 16 to 17 year olds not in school, assignment should be an educational activity not the Work Experience Program (WEP).

For Homebound participants, follow the same steps for the Legally and Non Legally Responsible Adult.

10NW New Hire Call In: No Longer Employed **115E** No Activity Needed: Employed
16NW New Hire Call In: No Longer Employed – WeCARE **186V** Exempt in High School

Note: Educational grant, loan, scholarship, internship, externship and federal workstudy income is excluded for FS while participant is in college.

Attachment B

Rev. 12/4/08

Action Codes for the New Hire Call-In Process

<u>New Action Codes</u>	<u>Description</u>	<u>Worklist</u>
10HV	New Hires Visit Scheduled	NHCAL
10NH	New Hire Call In Comments	-
10NM	New Hire Match Call In Appointment	NHCAL
10NW	New Hire Call In: No Longer Employed	UNENG
10NX	New Hire Match Cancel/Completed	-
11HB	New Hire Match Homebound	NHMAT
11NH	New Hire Match	NHMAT
11NT	New Hire TALX Match Case	NHTLX
11NY	New Hire Match City of NY Employment	NHNYC
16NH	New Hire Match-In WeCARE	NHMAT
16NM	New Hire Match Call-In Appointment-WeCARE	NHCAL
16NR	WeCARE Failed to Respond to New Hire Call-In Notice	WECNH
16NT	WeCARE New Hire TALX Match Case	NHTLX
16NW	WeCARE New Hire Match Not/No Longer Employed	-
16NX	Cancel New Hire Actions WeCARE	-
16NY	New Hire Match City of NY Employment-WeCARE	NHNYC
452C	Failed to Cooperate With New Hire Call In	CLOSE
452O	FTR New Hire Call In	CLOSE

Date: _____
Case Number: _____
Case Name: _____
Center: _____
Telephone Number: _____

Missed Interview (New Hires Homebound)

You were scheduled for a new hires match homebound interview on _____.
You were not at home for this interview.

We need to meet with you to discuss the results of the new hires computer match. To make another appointment, please contact the Family Independence Administration (FIA) at _____ no later than the close of business tomorrow.

If we do not hear from you by the close of business tomorrow, your Cash Assistance case may be discontinued.

Worker's Signature _____

Date _____

Cita Fallada (Empleados Nuevos de Confinados al Hogar)

Usted estaba programado(a) el _____ para una cita para empleados nuevos que están confinados al hogar. Usted no estuvo en su hogar para esta entrevista.

Es necesario que nos reunamos con usted para discutir el resultado del cotejo por computadora para nuevos empleados. Para programar otra cita, favor de comunicarse con la Administración de Independencia Familiar (FIA) al _____ a más tardar mañana al final del día laborable.

Si usted no se comunica con nosotros mañana al final del día laborable, su caso de Asistencia en Efectivo puede ser discontinuado.

Firma del Trabajador

Fecha