



# FAMILY INDEPENDENCE ADMINISTRATION

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## **POLICY DIRECTIVE #11-28-ELI** *(This policy directive obsoletes PD #05-07-ELI)*

### **WELLNESS, COMPREHENSIVE ASSESSMENT, REHABILITATION AND EMPLOYMENT (WECARE)**

<b>Date:</b> November 16, 2011	<b>Subtopic(s):</b> Eligibility, Employment
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#### **AUDIENCE**

The instructions in this policy directive are for Job Center staff and informational for all other staff.

#### **POLICY**

As a condition of eligibility for Cash Assistance (CA), resources must be evaluated and verified to determine an individual’s potential to remove or reduce the need for CA. One such resource is potential employability. All applicants/participants are mandated to participate in employment activities unless determined exempt from work rules requirements.

CA applicants/participants who claim they are unable to fulfill work rules requirements due to a mental or physical condition must comply with HRA’s efforts to clinically assess their claim and follow any medical and/or mental health wellness plan that can help them achieve their highest possible level of self-sufficiency.

#### **BACKGROUND**

CA applicant/participants who are work rules required and claim a physical or mental health barrier to employment are referred to the Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program. WeCARE is designed to provide a full range of services such as medical, wellness, vocational rehabilitation and federal disability application assistance.

The WeCARE program is divided into two regions with one of two contracted vendors and their subcontractors providing WeCARE services in each region.

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

The Federation of Employment and Guidance Services (FEGS) is the vendor that provides services in region one: the Bronx, Manhattan and Staten Island. ResCare Workforce Services is the vendor that provides services in region two: Brooklyn and Queens.

HRA’s Customized Assistance Services (CAS) is responsible for administration and oversight of the WeCARE program. CAS monitors and evaluates the WeCARE vendors to ensure the provision of appropriate and timely services. In addition to the WeCARE related services, the vendors are responsible for updating and completing the Employability Plan (EP) as well as reporting noncompliance to the Family Independence Administration (FIA). Eligibility determinations and related issues will continue to be made by FIA.

**Note:** The medical verification procedure for applicants/ participants who request Home Visit Needed (HVN) status will be detailed in a separate Policy Directive

All employment activity is stopped and no employment referral call-in appointments can be made until the WeCARE vendor makes a medical determination of the individual’s employability. All other eligibility requirements continue (e.g., face-to-face recertifications, Bureau of Eligibility Verification [BEV] review, or the Office of Child Support Enforcement [OCSE] requirement). WeCARE vendors will be able to see eligibility required appointments in NYCWAY and can schedule WeCARE appointments accordingly.

**OVERVIEW OF WeCARE SERVICES**

The WeCARE services provided by HRA vendors and their subcontractors include:

Biopsychosocial (BPS) Assessment

The BPS identifies medical and/or mental health conditions as well as social and community circumstances that can affect an individual’s health and employability.

The BPS assessment consists of up to three components:

Psychosocial evaluation

- A psychosocial evaluation that will identify issues that may affect employability, such as mental health, substance abuse, education, literacy , work history, social functioning and supports, domestic violence, housing, legal, and child-related issues.

Initial medical evaluation

- A Phase I comprehensive medical evaluation provided by a board certified physician;

Medical evaluation by a specialist

- A Phase II evaluation will be initiated whenever the Phase I physician believes that an individual needs an evaluation by a medical specialist to determine his/her employability. An appointment with an appropriate medical specialist (e.g., psychiatrist, orthopedist) will be scheduled.

CASAC assessment

**Note:** HRA contracted Certified Alcoholism and Substance Abuse Counselors (CASACs) are outstationed at WeCARE medical assessment sites. Applicants/participants that complete the WeCARE BPS who report substance use, are suspected of having a Substance Abuse (SA) problem, or are determined through a systemic search to have an SA treatment history will be referred for a WeCARE CASAC assessment.

Functional Capacity Outcome

A Functional Capacity Outcome (FCO) will be determined after all appropriate components of the BPS assessment are completed. Possible FCOs include:

- No limitations to employment;
- Unstable medical and/or mental health conditions that require treatment (a Wellness Plan) before an employability determination can be made;
- Medical limitations to employment that require minimal accommodations;
- Medical limitations to employment that require vocational rehabilitation, and/or specialized supports; or
- Substantial functional limitations to employment due to medical conditions that will last for at least 12 months and make the individual unable to work.

Comprehensive Service Plan (CSP)

A CSP is developed for all individuals who complete a BPS evaluation, except those found to have no limitations to employment.

The CSP may include any of the following determinations and actions

Applicants/participants found employable with limitations or unemployable will remain in WeCARE

- No clinical barriers to employment:  
Applicants/participants found to be Employable Without Limitations will be referred back to the Job Center for assignment.
- Temporarily Unemployable (Wellness Plan):

Wellness Plan

Applicants/participants with medical and/or mental health condition(s) that are untreated or unstable will be assigned to a Wellness Plan.

The Wellness Plan requires that the individual attend treatment and follow his/her own doctor's recommendations, as a condition of eligibility. If the individual does not have a doctor, the WeCARE vendor will help the individual identify one.

The time frame of the plan is determined by a WeCARE physician based upon the individual's limitations to employment. The initial Wellness Plan can be 30, 60 or 90 days and requires that the individual attend and comply with treatment in order to resolve or improve his/her medical condition. However, if the condition is not stabilized at the end of the initial Wellness Plan, the plan can be extended up to a maximum of 180 days. The WeCARE vendor will monitor the individual's compliance with treatment. If at the end of the 180-day period the vendor determines that the participant requires a longer period of wellness, the plan may be extended with CAS authorization up to 270 days.

- Work Limited/Requiring VRS Services:

Vocational  
Rehabilitation Services

Participants determined to be work-limited due to the need for accommodations or those who require VRS are engaged in appropriate work-related activities that provide for the required accommodations or that are consistent with their limitations.

Diagnostic Vocational  
Evaluation

VRS services begin with a referral for a Diagnostic Vocational Evaluation (DVE). CA applicants who have an FCO of employable with minimal accommodations or those that require vocational rehabilitation services are not engaged until their CA cases become active AC status. During the evaluation period, which can be up to 40 days, participants are engaged for 25 hours per week.

Individual Plan for  
Employment

Based on the results of the DVE, the vendors will develop an Individual Plan for Employment (IPE). The IPE is a comprehensive vocational plan encompassing work activity preferences, as appropriate, and specifying the individual's employment goal, the services and supports that will be provided, and specific time frames to achieve the plan.

Employability Plan

The Employability Plan (EP) will be updated by the vendor after completion of the IPE. Activities based on the IPE include, but are not limited to, Work Experience Programs (WEP), Adult Basic Education (ABE), English as a Second Language (ESL) classes, HRA-approved education and training programs, and job search preparation.

- Significant Functional Impairment

A significant functional impairment is when there is an impairment that, due to medical/mental health condition(s), prevents participation in work activities for 12 months or longer.

Applicants/participants determined to have significant functional impairments to employment receive assistance with filing a mandatory federal disability application. In addition, the CAS Disability Service Program (DSP) assists individuals who have been medically denied federal disability benefits with filing for an appeal of the determination.

Case Management Services/Outreach

WeCARE vendors provide Outreach and Case Management Services when appropriate. Case management may include ensuring that applicants/participants receive the correct services and providing help in accessing services. Applicants/participants may also receive outreach as part of their case management services when they Fail to Report (FTR) or Fail to Comply (FTC) with program requirements.

Clinical Review Team (CRT)

Applicants/participants who had a BPS and FCO completed within the past 12 months and again claim to be clinically unemployable will be referred to a WeCARE vendor's Clinical Review Team (CRT). The CRT will do a clinical interview with the applicant/participant and a review of past and current medical documentation. The CRT will determine if a new WeCARE medical or specialty assessment is required.

**REQUIRED ACTION**

Referrals to WeCARE are made only for CA applicants/participants who are work rules required

Refer to **Attachment A** for all WeCARE action codes

CA individuals in receipt of Federal Disability Benefits (SSI/SSDI) must not be referred to WeCARE

Scheduling A WeCARE Appointment

When a work rules required applicant/participant claims to be unable to participate in work activities due to medical and/or mental health condition, the JOS/Worker at the Job Center must:

- complete the task list in the **Pre-Referrals** window in the Paperless Office System (POS);
- initiate/update the Employability Plan (EP) in NYCWAY;
- schedule an online mandatory assessment appointment to WeCARE via the EP. Action Code **968W** (applicants) or **168W** (participants) will post in NYCWAY;
- give the applicant/participant the Physician's Functional Assessment Report (**W-538**) to take to his/her own medical provider to complete prior to the WeCARE appointment, if possible; and

- request that he/she take the completed form to the WeCARE appointment. This form is available in the **Print Forms** window in POS.
- give the applicant/participant the system-generated Medical Provider Appointment Notice (**W-538C**) for the WeCARE assessment;
- ask the applicant/participant to sign the Authorization for Disclosure of Individually Identifiable Information, Drug Treatment Records and Confidential HIV Related Information Form (**W-333T**) which is a voluntary consent form;
  - if the individual signs the consent, enter Action Code **16WS** (WeCARE Consent for Disclosure Signed) in NYCWAY; or
  - if the individual refuses to sign the consent, enter Action Code **16WD** (WeCARE Consent for Disclosure Declined);
- scan and index copies of the consent, and/or WeCARE appointment notice into the viewer.

See WeCARE Medical Consent Form ([PB #09-139-OPE](#)) for the POS process

There is no penalty for refusing to sign the voluntary consent form

**Note:** The vendors will not have access to NYCWAY for individuals who refuse to sign the consent. In these instances, the WeCARE Outstationed Workers will have to manually enter appropriate action codes in NYCWAY for individuals who refuse to sign the consent form.

Scheduling a WeCARE Referral for Individuals in Sanction Status

Refer to Removal of Sanction Status at the Point of Referral to WeCARE ([PB #10-59-ELI](#)) for non-Center 71 instructions and to Intensive Services Center ([PD #10-21-OPE](#)) for Center 71 instructions.

When a CA applicant/participant with a non durational or expired sanction is willing to comply with employment requirements but claims a physical or mental health barrier to employment, a WeCARE referral must be made. The sanction must be lifted at the point that the WeCARE referral is made except at Center 71.

Scheduling a WeCARE Appointment for Individuals in Substance Abuse (SA) Treatment

Applicants/participants who are mandated into SA treatment and also claim a medical condition must be referred to WeCARE. A referral to WeCARE can be made by the appropriate Job Center, the Substance Abuse Service Center (SASC) or a SA case management vendor.

SASC and East End Job Center referrals

When Workers at SASC and the East River Job Center make a referral to WeCARE, Action Code **968U** (applicants) or **168U** (participants) will post to indicate that the individual is SA identified.

SA Case Management  
Vendor referrals

Referrals to WeCARE by the Comprehensive Service Management (CSM) or other SA case management vendors will be indicated in NYCWAY by Action Code **968I** (applicants) or **168I** (participants).

SA individuals who are being case managed by vendors and are determined to require WeCARE services in addition to SA treatment, will continue to be case managed by the SA case management vendors.

SA individuals who are in treatment, but are not being case managed by SA vendors, and who are determined not to require WeCARE services, will be referred back to the appropriate Job Center.

#### Referral to the Clinical Review Team (CRT)

Refer to Revision to the WeCARE Clinical Review Team ([PB #07-43-EMP](#))

Applicants/participants who were previously assessed by WeCARE and received an FCO based on a BPS assessment within the past 12 months may require a subsequent review of their current functional capacity.

This review may be necessary after a Fair Hearing decision or case reopening. Instead of a new WeCARE BPS assessment, these individuals will be referred to a Clinical Review Team (CRT). The CRT process includes an interview with the individual and a review of past and current medical documentation.

When the JOS/Worker initiates an EP and answers “Yes” to the medical question, NYCWAY will systemically look back to determine if a WeCARE FCO was posted for the individual within the last 12 months.

If an FCO was posted within the previous 12 months, a drop down menu will prompt the JOS/Worker to select Action Code **16JR** (Referral to WeCARE Review Board – Previous FCO).

CRT referral due to a Fair Hearing decision.

If a WeCARE referral needs to be provided as a result of a Fair Hearing Compliance and there is a FCO posted within the previous 12 months, an EP is not required. Instead, the Processing Unit JOS/Worker must:

- post Action Code **16HR**. (Referral to WeCARE Review Board – Fair Hearing Result) outside the EP; and
- send the applicant/participant the Fair Hearing Compliance Statement form (**W-186C**), advising him/her of the CRT appointment that was made on his/her behalf.

The system-generated Referral to Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) for a Clinical Review form (**W-300**) will be batch mailed to the applicant/participant.

### Rescheduling WeCARE Appointments

The applicant/participant must contact the WeCARE vendor to reschedule the initial WeCARE appointment. Applicants/participants are advised on the WeCARE appointment notice to contact the vendor if they need to reschedule an appointment. If the applicant/participant contacts the Job Center after the initial WeCARE appointment is made, the Job Center Staff cannot reschedule the appointment. Staff must instruct the applicant/participant to contact the WeCARE vendor.

### WeCARE Vendor Review of the BPS Assessment Outcome

Upon completion of the BPS, the WeCARE vendor will:

- enter Action Code **969B** (applicants) or Action Code **169B** (participants) in NYCWAY to indicate completion of the BPS;
- schedule the CSP appointment by entering Action Code **969R** (applicants) or Action Code **169R** (participants);
- meet with the applicant/participant to discuss the FCO and CSP;
- enter the appropriate FCO action code in NYCWAY;
- update the EP;
- assign WeCARE eligible applicants/participants to the WeCARE activity based on the FCO, as appropriate. The assignment code will generate the WeCARE Assignment Information Summary form (**W-333K**);
- address any additional barriers (e.g., domestic violence, substance abuse, housing problems, or needed at home) with applicants/participants determined to require WeCARE services;
- provide follow-up appointments/referrals, as needed.

Refer to **Attachment B**  
for all FCO codes

Individuals determined to be fully employable will be given a return appointment to the Job Center by the vendor via a WeCARE Return to Job Center (Mandatory) form (**W-333L**).

### Job Center Return Appointment

At the Job Center return appointment, the JOS/Worker must:

- initiate/update the EP;



Refer to [PB #06-101-EMP](#) and the Employment Process Manual.

- resolve any nonmedical barriers to employment, including child care arrangements if appropriate; and
- make a referral to a Back To Work (BTW) vendor, provide a work activity, training, or educational assignment, considering the individual’s preferences, as appropriate, through the EP and according to current procedure.

SA Identified During WeCARE Assignment

The WeCARE vendor will refer participants who are already enrolled in WeCARE activities who disclose an SA problem, or are suspected of having an SA problem, for a CASAC assessment at the Substance Abuse Service Center (SASC).

The vendor posts Action Code **915G** (applicants) or **193G** (participants) in NYCWAY and will give the participant the system-generated SASC Referral for Assessment form (**W-456AA**).

No SA treatment required

If SASC determines that the applicant/participant does not have an SA problem, he/she will continue in the WeCARE activity determined appropriate based on his/her functional capacity outcome. SASC will give the applicant/participant the WeCARE Mandatory Return Appointment (**W-533H**).

Non-exempt SA

Applicants/participants determined to require SA treatment but are deemed nonexempt from work activities will continue to participate in the activity determined appropriate based on their functional capacity. SA treatment hours are coordinated with work activity hours.

Concurrent Wellness and SA treatment

SA applicants/participants in Wellness Plans who need SA treatment that requires more than 15 hours of treatment per week will continue in Wellness Plans, concurrent with SA treatment.

VRS and concurrent SA treatment

SA applicants/participants in Vocational Rehabilitation Services (VRS) who require SA treatment for more than 15 hours per week are exempt from work requirements and will discontinue VRS until a CASAC reassessment determines that intensive treatment is no longer required and the hours can be reduced. Once the hours are reduced below 15 hours per week, the individual is nonexempt and can participate in SA treatment and concurrent work activities. Participants in the Federal Disability Application/Appeal process will continue the process concurrent with SA treatment.

Residential  
SA treatment

Participants who require residential treatment will be assigned to a Residential Treatment Program (RTP) and transferred to the Residential Treatment Service Center (RTSC), according to current procedure.

#### Referrals to the HIV/AIDS Services Administration (HASA)

Applicants/participants determined to be HIV positive and who meet the medical criteria for HASA services will be offered the option of being referred to HASA or continuing to be serviced by FIA/WeCARE. If the individual accepts the HASA transfer option, the WeCARE vendor will contact the WeCARE liaison at the HASA ServiceLine at (212) 971-0626.

The ServiceLine will determine if an applicant/participant is potentially medically eligible for HASA services and will provide an appointment. If the applicant/participant is deemed eligible for HASA services and accepts the HASA referral, the vendor will alert CAS, who will close the individual's WeCARE case by entering Action Code **169X** (WeCARE activity terminated) in NYCWAY.

#### Outreach Activity for Applicants/Participants who FTR/FTC with WeCARE

When an applicant/participant fails to report (FTR) or fails to comply (FTC) with a WeCARE activity or appointment, the WeCARE vendor may make escalating efforts to contact the individual. If needed, outreach will be performed by the vendor's case managers, and may include telephoning, sending letters, or making home visits, as necessary.

The outreach period, if necessary, can be up to six (6) business days for an applicant and eleven (11) business days for a participant.

Refer to **Attachment C**  
for outreach/infraction  
codes

The vendor will enter the appropriate outreach Action Code in NYCWAY to indicate that outreach has been initiated for individuals who FTR or FTC. The outreach action code used is based on the activity assigned when the infraction occurs.

If outreach efforts are successful, the vendor will enter the appropriate outreach successful Action Code in NYCWAY.

If outreach efforts are not successful at the end of the 11 day outreach period, the appropriate infraction code will autopost in NYCWAY to initiate the infraction process (e.g., a case rejection, line closing or sanction, as appropriate).

Applicants/participants whose exemption status has yet to be determined or must be reviewed due to a change in their medical/mental health condition(s) and fail, without good cause, to cooperate with efforts to verify their claim will be denied CA.

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## **PROGRAM IMPLICATIONS**

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp Implications

Individuals who must otherwise comply with the Food Stamp work requirements may claim an exemption due to medical reasons. However, if the individual fails to comply without good cause with the agency's efforts to verify the claim of exempt status due to medical reasons, s/he is deemed employable and a separate Food Stamp determination must be made.

Medicaid Implications

There are no work requirements for Medical Assistance (MA) and employability is not deemed a resource for MA purposes. If an individual fails to comply with employability determination requests or work activity requirements, a separate Medicaid determination must be made.

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## **LIMITED ENGLISH PROFICIENCY AND HEARING IMPAIRED IMPLICATIONS**

For Limited English Speaking Proficiently (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #10-12-OPE](#) and [PD #08-20-OPE](#).

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## **FAIR HEARING IMPLICATIONS**

Applicants/participants who disagree with being determined employable by WeCARE or whose cash assistance cases/benefits have been closed, denied or reduced for failure to report or failure to comply with Agency efforts to determine employability or related issues have the right to request a Fair Hearing.

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 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 in a Job/Hub Center. If an applicant/participant comes to the Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

The FH&C AJOS/Supervisor I will listen to and evaluate the applicant/participant's complaint. After reviewing the case file and discussing the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor and the WeCARE liaison, if appropriate, s/he will determine if the action taken was correct. If the determination is that the action taken was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the applicant/participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the action taken was incorrect, or correct but lacking the supporting documentation, 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.

In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS and the case has been granted aid to continue (ATC), the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form ([LDSS-3722](#)) to change the **02** to an **01**, or a PA Recoupment Data Entry Form ([LDSS-3573](#)), to delete a recoupment. The [M-186a](#) must also be prepared.

## Evidence Packets

If the applicant/participant elects to continue his/her appeal by requesting or proceeding to an already requested Fair Hearing, 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.

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## REFERENCES


18 NYCRR 385.2(d)  
 18 NYCRR 385.12(a)(c)(d)  
 18 NYCRR 385..2(e)  
 18 NYCRR 351.2  
 18 NYCRR 351.8(a)(2)  
 18 NYCRR 351.21(a)

SSL § 131(5) and (7)  
 SSL § 332  
 SSL § 336-a (1)

**RELATED ITEMS**

- [PB #06-101-EMP](#)
- [PB #07-43-EMP](#)
- [PB #10-59-ELI](#)
- [PD #10-21-OPE](#)
- [Employment Process Manual](#)

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

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|----------------------|---|
| <b>Attachment A</b>  | Action Codes Associated with WeCARE   |
| <b>Attachment B</b>  | Functional Capacity Outcome (FCO) Codes   |
| <b>Attachment C</b>  | WeCARE Outreach/Infraction Codes  |
| <b>W-533G</b>        | WeCARE Nonmedical Referral for Mandatory Services (Rev. 11/16/11)   |
| <b>W-533G (S)</b>    | WeCARE Nonmedical Referral for Mandatory Services (Rev. 11/16/11)   |
| <b>W-533H</b>        | WeCARE Mandatory Return Appointment Rev. 11/16/11)  |
| <b>W-533H (S)</b>    | WeCARE Mandatory Return Appointment (Rev. 11/16/11)   |
| <b>W-538C</b>        | Medical Provider Appointment (Rev. 11/16/11)  |
| <b>W-538C (S)</b>    | Medical Provider Appointment (Rev. 11/16/11)  |
| <b>W-300</b>         | Referral to WeCARE for a Clinical Review (Rev. 11/16/11)  |
| <b>W-300 (S)</b>     | Referral to WeCARE for a Clinical Review (Rev. 11/16/11)  |
| <b>CAS W-333K</b>    | WeCARE Assignment Information Summary   |
| <b>CAS W-333K(S)</b> | WeCARE Assignment Information Summary   |
| <b>CAS W-333L</b>    | WeCARE Return to Job Center (Mandatory)   |
| <b>CAS W-333L(S)</b> | WeCARE Return to Job Center (Mandatory)   |
| <b>CAS W-333T</b>    | Authorization for Disclosure of Individually Identifiable Information Drug Treatment Records and Confidential HIV Related Information |
| <b>CAS W-333T(S)</b> | Authorization for Disclosure of Individually Identifiable Information Drug Treatment Records and Confidential HIV Related Information |

**ACTION CODES ASSOCIATED WITH WeCARE**

ISSUE	VENDOR ACTION	ACTION CODE		COMMENTS
		APPLICANTS	PARTICIPANTS	
Initial Referral to WeCARE	BPS initiated.	<b>968W</b>	<b>168W</b>	
SASC Referral to WeCARE	BPS initiated.	<b>968U</b>	<b>168U</b>	Individual from SASC requiring a medical assessment
SA CM Referral to WeCARE	BPS initiated.	<b>968I</b>	<b>168I</b>	SA case management vendor referral to WeCARE.
New and acute medical condition	Vendor will enter action codes to indicate the need for a medical for a new and acute condition.	<b>NA</b>	<b>168C</b>	
Fair hearing returns applicant to WeCARE		<b>NA</b>	<b>16FH</b>	Fair hearing resolves issue.
WeCARE completion of the BPS	Vendor enters action codes to indicate completion of BPS.	<b>969B</b>	<b>169B</b>	
WeCARE Referral to CASAC	Vendor refers individual non SA identified to WeCARE CASAC.	<b>968F</b>	<b>168F</b>	
WeCARE return from CASAC		<b>96WC</b>	<b>16WC</b>	CASAC refers individual back to WeCARE vendor.
BPS II completed		<b>969T</b>	<b>169T</b>	Specialty exam completed.
WeCARE return appointment for BPS outcome/CSP	Vendor meets with individual to discuss BPS outcome and CSP.	<b>969R</b>	<b>169R</b>	
Applicant return appointment to Job Center		<b>968R</b>	<b>N/A</b>	Applicant is fully employable and keeps return appointment to JC.
Consent for disclosure signed		<b>16WS</b>	<b>16WS</b>	
Consent for disclosure declined		<b>16WD</b>	<b>16WD</b>	Vendor will not have access to NYCWAY for these individuals.
WeCARE DVE initiated	Vendor initiates Diagnostic Vocational Evaluation (DVE).	<b>969D</b>	<b>169D</b>	
WeCARE Wellness Plan extended		<b>NA</b>	<b>169G</b>	
WeCARE appointment to file application for Federal Disability Benefits	Vendor helps individual complete application for SSI/SSDI.	<b>968H</b>	<b>168H</b>	
WeCARE Disability benefits application initiated	Vendor initiates application for SSI/SSDI.	<b>969S</b>	<b>169S</b>	SSI/SSDI application filed.
WeCARE Vocational Rehabilitation Services (VRS) initiated	Vendor initiates VRS.	<b>NA</b>	<b>169E</b>	
WeCARE CSP has been completed	Vendor will enter action codes to indicate completion of the CSP.	<b>969C</b>	<b>169C</b>	Vendor will schedule the next appropriate step based on the CSP.
WeCARE CSP has been completed	Vendor will enter action codes to indicate completion of the CSP.	<b>969C</b>	<b>169C</b>	Vendor will schedule the next appropriate step based on the CSP.

**ACTION CODES ASSOCIATED WITH WeCARE (continued)**

ISSUE	VENDOR ACTION	ACTION CODE		COMMENTS
		APPLICANTS	PARTICIPANTS	
Wellness/Rehabilitation Plan is initiated	Vendor will enter action codes to indicate that a Wellness/ Rehabilitation Plan is initiated.	<b>969W</b>	<b>169W</b>	
WeCARE Referral for special assessment	Refer for a Special Assessment via the EP. Action Codes will post in NYCWAY.	<b>991S</b>	<b>191A</b>	
WeCARE Referral to the Job Center	Vendor will refer individual for appointment slot at Job Center.	<b>986J</b>	<b>168J</b>	To send applicant to Job Center if BPS assessment is completed <b>before</b> scheduled return appt.
WeCARE Specialty exam appointment	Vendor will enter action codes to indicate a specialty exam appointment.	<b>969A</b>	<b>169A</b>	
WeCARE Specialty exam complete (BPS II)	Vendor will enter action codes in NYCWAY to indicate the specialty exam is complete.	<b>969T</b>	<b>169T</b>	
WeCARE initial appointment cancelled		<b>968X</b>	<b>168X</b>	FIA Worker will use these codes to cancel the <b>initial</b> WeCARE appointment.
WeCARE initial appointment rescheduled	Vendor or FIA worker can reschedule the initial appointment.	<b>968W</b>	<b>168W</b>	
WeCARE outreach cancelled		<b>968Y</b>	<b>168Y</b>	Outreach initiated in error.
WeCARE outreach successful			<b>168G</b>	Action Code will stop infraction from being posted in NYCWAY.
Referral for Wellness/Rehabilitation	Vendor enters action codes to indicate a referral for a Wellness/Rehabilitation Plan.	<b>968B</b>	<b>168B</b>	
Wellness/Rehabilitation Plan is initiated	Vendor enters action codes to indicate initiation of the Wellness/Rehabilitation Plan.	<b>969W</b>	<b>169W</b>	
Wellness/Rehabilitation Plan is completed	Vendor enters action codes to indicate the Wellness/Rehabilitation Plan is complete.	<b>969V</b>	<b>169V</b>	
SSI/SSDI application is initiated	Vendor enters action codes to indicate SSI/SSDI application initiated.	<b>969S</b>	<b>169S</b>	
WeCARE referral to SASC for CASAC	Vendor enters action codes for WeCARE enrolled participant to be assessed by CASAC at SASC.	<b>915G</b>	<b>193G</b>	
Referral for Vocational Rehabilitation Services (VRS)	Vendor enters action codes to indicate a referral for VRS.	<b>968V</b>	<b>168V</b>	

**ACTION CODES ASSOCIATED WITH WeCARE (continued)**

ISSUE	VENDOR ACTION	ACTION CODE		COMMENTS
		APPLICANTS	PARTICIPANTS	
Failure to Report (FTR) to initial WeCARE appointment (BPS phase I)	System-generated	<b>469B</b>	<b>468B</b>	If outreach is not successful by expiration of the FAD, the FTR code will autopost in NYCWAY.
Failure to Comply (FTC) with initial WeCARE appointment (BPS phase I)	System-generated	<b>469K</b>	<b>468K</b>	If outreach is not successful by expiration of the FAD, the FTC code will autopost in NYCWAY.
FTR to the disability assessment/appeal process	System-generated	<b>469D</b>	<b>468D</b>	If outreach is not successful by expiration of the FAD, the FTR code will autopost in NYCWAY.
FTC with the disability assessment/appeal process	System-generated	<b>469E</b>	<b>468E</b>	If outreach is not successful by expiration of the FAD, the FTC code will autopost in NYCWAY.
Outreach efforts to contact applicants/participants who FTR/FTC with WeCARE appointment	Vendor enters action codes to initiate outreach efforts.	<b>Same codes</b>	<b>168O (FTR) 168D (FTC)</b>	Outreach can be a telephone call, letter or home visit by the case manager, as appropriate.
FTC with VRS appointment	System-generated	<b>968V</b>	<b>468V</b>	If outreach is not successful, infraction code will autopost in NYCWAY to begin sanction process.
FTR to Vocational Rehabilitation Services	System-generated	<b>968U</b>	<b>468U</b>	If outreach is not successful by expiration of FAD, code will post in NYCWAY to begin sanction process.
FTR to specialty exam appointment	System-generated	<b>469S</b>	<b>468S</b>	If outreach is not successful by expiration of FAD, infraction code will autopost in NYCWAY.
FTC with WeCARE specialty medical exam (BPS phase II)	System-generated	<b>469H</b>	<b>468H</b>	If outreach is not successful by expiration of FAD, infraction code will autopost in NYCWAY.
FTR to specialty exam appointment	System-generated	<b>469S</b>	<b>468S</b>	If outreach is not successful by expiration of FAD, infraction code will autopost in NYCWAY.
FTC with WeCARE specialty medical exam (BPS phase II)	System-generated	<b>469H</b>	<b>468H</b>	If outreach is not successful by expiration of FAD, infraction code will autopost in NYCWAY.
FTR to Wellness/Rehabilitation Plan	System-generated	<b>469W</b>	<b>468W</b>	If outreach is not successful, infraction code will autopost.
FTC with Wellness/Rehabilitation Plan	System-generated	<b>469C</b>	<b>468C</b>	If outreach is not successful, infraction code will autopost.
Assigned to WeCARE WEP		<b>NA</b>	<b>172P</b>	
Assigned to WeCARE job search		<b>NA</b>	<b>172N</b>	
Assigned to WeCARE job training		<b>NA</b>	<b>172T</b>	
Assigned to WeCARE Education		<b>NA</b>	<b>172E</b>	
WeCARE Assignment termination			<b>172X</b>	
Wellness Plan extension cancelled			<b>16XX</b>	
WeCARE job placement		<b>968J</b>	<b>169J</b>	



**Attachment B**

**FUNCTIONAL CAPACIY OUTCOME (FCO) CODES**

OUTCOME	*ACTION CODE APPLICANTS	*ACTION CODE PARTICIPANTS	DESCRIPTION	COMMENTS
Employable - No Limitations	<b>968E</b>	<b>168E</b>	Individuals determined to have no limitations that affect employability	When the applicant/participant returns to the Job Center, the JOS is responsible for assigning the appropriate work activities.
Employable with Medical Limitations that Require Minimal Accommodations	<b>968M</b>	<b>168M</b>	Individuals who can participate in work activities if minimal accommodations are provided to address their medical or mental health conditions. Action Code <b>169I</b> identifies completion of the IPE	These services include, but are not limited to, a work experience program (WEP), HRA-approved training program, Education (Adult Basic Education [ABE] or English as a Second Language [ESL] classes); or Job Search. Participants whose medical/mental health conditions require a reduction in hours will have their work-required hours adjusted.
Employable with Limitations Requiring Vocational Rehabilitation and/or Specialized Supports	<b>968L</b>	<b>168L</b>	Individuals enrolled in vocational rehabilitation will be engaged in concurrent rehabilitation and work activities depending on the outcome of the IPE. Action Code <b>169I</b> identifies completion of the IPE	These services include, but are not limited to, a work experience program (WEP), HRA-approved training program, Education (Adult Basic Education [ABE] or English as a Second Language [ESL] classes); or Job Search. Participants whose medical/mental health conditions require a reduction in hours will have their work-required hours adjusted.
Temporarily Unemployable/ Requiring a Wellness/ Rehabilitation Plan	<b>968T</b>	<b>168T</b>	Individuals with a medical and/or psychiatric condition(s) that are untreated or unstable	The Wellness Plan requires that the individual attend treatment and follow his/her own doctor's recommendations. If the individual does not have a doctor, the WeCARE vendor will help the individual identify one and help him/her schedule an appointment. The individual is initially given up to three months to attend and comply with treatment in order to resolve or improve his/her medical condition, but the plan may be extended if more time is necessary to stabilize the condition.
Unable to Work : Apply for SSI/SSDI	<b>968S</b>	<b>168S</b>	Individuals with significant functional impairment that will last 12 months or longer and prevents participation in work activities and thus potentially eligible for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)	The WeCARE vendor will help the individual file an application for the appropriate Federal Disability Benefits. If the initial application is denied, the CAS Disability Assessment Unit (DAU) help with filing an appeal and monitor the appeal process

### WeCARE Outreach/Infraction Codes

This chart associates the codes posted by the vendor with the infraction codes posted by NYCWAY and the subsequent manual process codes that will appear on the **NOI** worklist.

Vendor Posts	Description	NYCWAY Posts	Description	Manual Process*	Close/Sanction Code
<b>173B</b>	WeCARE Outreach – FTR to Initial Appointment/Referral	<b>468B</b>	WeCARE FTR to BPS Phase I Appt	<b>411H</b>	<b>N17</b>
<b>173C</b>	WeCARE Outreach Initiated for FTC to Wellness Plan	<b>468C</b>	WeCARE FTC with Wellness Plan	<b>411Y</b>	<b>W40</b>
<b>173D</b>	WeCARE Outreach Initiated for FTR to SSI Referral	<b>468D</b>	WeCARE FTR to Disability Benefits Appt	<b>468Y</b>	<b>EZ1</b>
<b>173E</b>	WeCARE Outreach Initiated for FTC to SSI Referral	<b>468E</b>	WeCARE FTC with Disability Process	<b>468Y</b>	<b>EZ1</b>
<b>173K</b>	WeCARE Outreach – FTC to Initial Appointment/Referral	<b>468K</b>	WeCARE FTC with BPS Phase I	<b>411H</b>	<b>N17</b>
<b>173R</b>	WeCARE Outreach Initiated for FTR to Child Care Appointment	N/A	N/A	N/A	N/A
<b>173U</b>	WeCARE Outreach – FTR to VRS Referral	<b>468U</b>	WeCARE FTR to VOC Rehab Services	<b>411F</b>	<b>WE1 (for sanctions) or WX1 (for closings)</b>
<b>173V</b>	WeCARE Outreach – FTC to VRS Referral	<b>468V</b>	WeCARE FTC to VOC Rehab Services	<b>411F</b>	<b>WE1 (for sanctions) or WX1 (for closings)</b>
<b>173W</b>	WeCARE Outreach Initiated for FTC to Wellness Referral	<b>468W</b>	WeCARE FTR to Wellness Plan	<b>411Y</b>	<b>W40</b>
<b>173Y</b>	Outreach Required for WC Client FTR to DAU	<b>491D</b>	WeCARE FTR to DAU	<b>468Y</b>	<b>EZ2</b>
<b>173Z</b>	No Outreach due to Closed ASG/Identical Open Outreach	N/A		N/A	N/A
<p>Workers must manually post action code <b>N12H</b> in NYCWAY after manual action to close/sanction is initiated.            These codes will be posted on cases requiring conciliation: <b>404V</b> – Conciliation Initiated – FTC      <b>404U</b> – Conciliation Initiated – FTR</p>					

### WeCARE Outreach Codes for FTR/FTC to Medical Specialty Appointments

#### ★NYCWAY Posts 468S (FTR)/468H (FTC) for All Medical Special Appointments

Vendor Posts	Description
16BC	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-CARDIOLOGY
16CC	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-CARDIOLOGY
16BD	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-DERMATOLOGY
16CD	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-DERMATOLOGY
16BE	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-ENDOCRINOLOGY
16CE	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-ENDOCRINOLOGY
16BG	WC OUTREACH FTR-SPECIALTY MEDICAL MED-GASTROENTEROLOGY
16CG	WC OUTREACH FTC-SPECIALTY MEDICAL MED-GASTROENTEROLOGY
16BS	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-GENERAL SURGERY
16CS	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-GENERAL SURGERY
16BH	WC OUTREACH FTR-SPECIALTY MED APPT-HEMATOLOGY/ONCOLOGY
16CH	WC OUTREACH FTC-SPECIALTY MED APPT-HEMATOLOGY/ONCOLOGY
16BN	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-NEUROLOGY
16CN	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-NEUROLOGY
16BO	WC OUTREACH FTR-SPECIALTY MED APPT-OBSTETRICS/GYN
16CO	WC OUTREACH FTC-SPECIALTY MED APPT-OBSTETRICS/GYN
16BF	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-ORTHOPEDICS
16CF	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-ORTHOPEDICS
16BP	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-PSYCHIATRY
16CP	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-PSYCHIATRY
16BL	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-PULMONOLOGY
16CL	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-PULMONOLOGY
16BR	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-RHEUMATOLOGY
16CR	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-RHEUMATOLOGY
16BM	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-OTHER SPECIALTY
16CM	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-OTHER SPECIALTY
16BT	WC OUTREACH FTR-SPECIALTY MEDICAL APPT-PHYSIATRY
16CT	WC OUTREACH FTC-SPECIALTY MEDICAL APPT-PHYSIATRY

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Case Type: \_\_\_\_\_  
Center: \_\_\_\_\_  
Action Code: \_\_\_\_\_

### Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) Nonmedical Referral for Mandatory Services

Based on the outcome of our medical assessment, which includes any independent medical information that you may have provided, the medical provider has determined that:



Appointment Date: \_\_\_\_\_ Time: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Travel Directions: \_\_\_\_\_

**This is a mandatory eligibility appointment.** You must report for the appointment with the WeCARE provider indicated on this form. Please report to this appointment on time or you may not be seen.



Please bring with you:

- This letter
- A photo ID/Medicaid card

If you cannot keep this appointment or need special accommodations, please call \_\_\_\_\_  
for assistance before your scheduled appointment time. You may have someone accompany you to this  
appointment if you require assistance. All WeCARE facilities are handicapped-accessible.

SAMPLE

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Tipo de Caso: \_\_\_\_\_  
Centro: \_\_\_\_\_  
Código de Acción: \_\_\_\_\_

### Envío No Médico de Bienestar, Evaluación Completa, Rehabilitación y Empleo (WeCare) para Servicios Obligatorios

Según los resultados de nuestra evaluación médica, la cual puede incluir datos médicos independientes que usted haya proporcionado, el proveedor de atención médica ha llegado a la conclusión de que:



Fecha de la Cita: \_\_\_\_\_ Hora: \_\_\_\_\_ Teléfono: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Indicaciones de Viaje:

**Esta es una cita obligatoria de elegibilidad.** Usted debe acudir a la cita con nuestro proveedor de WeCARE que se indica en este aviso. Por favor preséntese a esta cita a tiempo de lo contrario puede que no se le atienda.

Favor de traer con usted:

- Esta carta
- Una tarjeta de identificación con foto/de Medicaid

Si usted no puede acudir a esta cita, o necesita que se hagan arreglos específicos, por favor llame a \_\_\_\_\_ para recibir ayuda antes de su cita programada. Usted puede venir acompañado a esta cita si requiere de ayuda. Todos los locales de WeCARE están dotados de acceso para incapacitados.

SAMPLE

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Action Code: \_\_\_\_\_

### WeCARE Mandatory Return Appointment

You must report to the WeCARE appointment indicated below:

Appointment Date: \_\_\_\_\_ Time: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Travel Directions: \_\_\_\_\_

SAMPLE

If you cannot keep the appointment or need special accommodations, please call \_\_\_\_\_  
Telephone Number  
assistance before your scheduled appointment time.

**This is a mandatory eligibility appointment. Failure to keep this appointment or contact us may result in the reduction or closing of your cash assistance case.**



Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Código de Acción: \_\_\_\_\_

### Envío a Cita Obligatoria de Regreso de WeCARE

Usted debe presentarse a la cita de WeCARE como se indica a continuación:

Fecha de la Cita: \_\_\_\_\_ Hora: \_\_\_\_\_ Teléfono: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Indicaciones de Viaje:

SAMPLE

Si usted no puede cumplir esta cita o si necesita alguna atención especial, favor de llamar al \_\_\_\_\_  
para asistencia antes de la hora programada de su cita. Número de Teléfono

**Esta cita de elegibilidad es obligatoria. El no presentarse a ella o no comunicarse con nosotros puede resultar en la reducción o el cierre de su caso de asistencia en efectivo.**

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Case Type: \_\_\_\_\_  
Center: \_\_\_\_\_  
Action Code: \_\_\_\_\_

### Medical Provider Appointment

You must report to HRA's medical provider for the reason listed below.

# SAMPLE

Appointment Date: \_\_\_\_\_ Time: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Location Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Travel Directions:

The goal of a medical assessment is to identify medical problems. Based on the outcome of your assessment, if it is determined that you have medical/mental health problems, the medical provider will work with you to develop a plan that will restore you to the best possible level of health and self-sufficiency. Please be aware that the initial assessment can take approximately four hours.

**This is a mandatory cash assistance eligibility appointment.** Failure to report and comply with this appointment may result in the denial/closing of your cash assistance case. If you are receiving non-cash assistance food stamps and fail to keep this appointment, you may be considered work rules required.

If you cannot keep the medical provider appointment or need special accommodations, please call the phone number listed above for assistance before your scheduled appointment time.

Please bring this letter, your Social Security card and your photo ID/Medicaid card, if available. You should also bring any recent doctor's letter, prescriptions or other forms that may provide information on your condition.

You may have someone accompany you to this appointment if you require assistance. All HRA medical provider facilities are handicapped accessible.

If you do not report to HRA's medical provider within one (1) hour of your appointment, you may not be seen.

SAMPLE

Fecha: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Tipo de Caso: \_\_\_\_\_  
Centro: \_\_\_\_\_  
Código de Acción: \_\_\_\_\_

### Cita con el Proveedor Médico

Se le esta enviando a un proveedor médico de la HRA por el siguiente motivo:

# SAMPLE

Fecha de la Cita: \_\_\_\_\_ Hora: \_\_\_\_\_ Teléfono: \_\_\_\_\_  
Nombre del Local: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Indicaciones de Viaje:

El objetivo de la evaluación médica es el detectar problemas de salud que le afecten. Conforme a los resultados de su evaluación, si se determina que usted padece de problemas de salud físicos/mentales, el proveedor médico elaborará un plan junto a usted que le ayudará a restaurar su mejor nivel de salud y autosuficiencia posible. Favor de tener presente que la evaluación inicial podría tomar aproximadamente cuatro horas.

**Esta es una cita obligatoria de elegibilidad de asistencia en efectivo.** El no presentarse y no cumplir esta cita como debido puede resultar en el rechazo o el cierre de su caso de asistencia pública. Si usted recibe cupones para alimentos fuera de asistencia pública, y no cumple la cita, puede ser considerado como persona obligado(a) a cumplir las reglas de trabajo.

Si usted no puede acudir a la cita con el proveedor médico o si necesita que se hagan adaptaciones especiales, por favor comuníquese al número anotado más arriba antes de su cita programada.

Favor de traer esta carta, su tarjeta de Seguro Social y de identificación con foto/de Medicaid, si están disponibles. Usted debe además traer cualquier carta del médico, receta u otros formularios que puedan proveer información sobre su estado.

Usted puede venir acompañado(a) de alguien a esta cita si necesita ayuda. Todos los locales de proveedores médicos de la HRA están dotados de acceso para incapacitados.

Si no se presenta al local del proveedor médico de la HRA dentro de (1) hora de su cita, puede que no se le atienda.

SAMPLE

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Case Type: \_\_\_\_\_  
Center: \_\_\_\_\_  
Action Code: \_\_\_\_\_

### Referral to Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) for a Clinical Review

You must report to WeCARE for an appointment with a Clinical Review Team (CRT). The goal of the clinical review is to determine if your most recent Functional Capacity Outcome (FCO) is still appropriate.

Appointment Date: \_\_\_\_\_ Time \_\_\_\_\_ Telephone: \_\_\_\_\_  
CRT Location: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Travel Directions: \_\_\_\_\_

**SAMPLE**

**Please bring copies of any medical documentation to the CRT appointment. In addition, if you recently had a Fair Hearing, please bring any documents submitted at the Fair Hearing and your Fair Hearing decision notice to this meeting.**

**This is a mandatory appointment.** Failure to report and/or comply with this appointment may result in the reduction, denial or closing of your cash assistance case.

If you cannot keep this appointment or need special accommodations, please call the phone number listed above for assistance before your scheduled appointment time.

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Tipo de Caso: \_\_\_\_\_  
Centro: \_\_\_\_\_  
Código de Acción: \_\_\_\_\_

**Envío a Bienestar, Evaluación Completa, Rehabilitación y Empleo  
(Wellness, Comprehensive Assessment, Rehabilitation and Employment – WeCARE)  
para Examen Clínico**

Usted tiene que presentarse a WeCARE para una cita con un Equipo de Examen Clínico (Clinical Review Team –CRT). El propósito del examen clínico es determinar si su más reciente Resultado de Capacidad Funcional (Functional Capacity Outcome – FCO) aún es apropiado.

Fecha de la Cita: \_\_\_\_\_ Hora: \_\_\_\_\_ Teléfono: \_\_\_\_\_  
Local del CRT: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_  
Indicaciones de Viaje: \_\_\_\_\_

**SAMPLE**

**Favor de traer copias de cualquier documentación médica a la cita de CRT. Además, si usted recientemente asistió a una Audiencia Imparcial, favor de traer a esta cita cualquier documento presentado en dicha audiencia y su aviso de la decisión de la Audiencia Imparcial.**

**Esta cita es obligatoria.** El no presentarse y/o cumplir con esta cita puede resultar en la reducción, rechazo, o cierre de su caso de asistencia en efectivo.

Si usted no puede cumplir esta cita o si necesita arreglos especiales, favor de llamar al número de teléfono listado más arriba para ayuda antes de su cita programada.

**Notice Date:**  
**Case #:**  
**Case Name:**  
**Center:**  
**FH&C Tel. #:**  
**Action Code:**

### WeCARE Assignment Information Summary

You have been assigned to the following work activity in the WeCARE Program:

\_\_\_\_\_.

The number of hours you are required to work every week is: \_\_\_\_\_.

You have been scheduled for an orientation on the date listed below. Please bring your HRA photo ID Card. Your orientation date and location is as follows:

**Appointment Date:**  
**Location Name:**  
**Address:**  
**City:**

Your appointment is indicated below:

**Time:**  
**State:**

**Telephone:**  
**Zip Code:**

**Contact Person:**

Travel Directions:

This is a mandatory engagement appointment. Your participation in this program is mandatory unless you receive another assignment, you become employed or HRA determines that you have become unable to work or exempt for another reason as:

- You have reached age 60 years of age
- You are in the last 30 days of pregnancy
- You are a single parent caring for a child less than thirteen (13) weeks of age
- HRA has determined you are needed at home to take care of a member of your household who is ill or incapacitated

In order to receive your benefits, you must work the assigned number of hours at your work site, unless you have a good cause not to work. If you fail to work the assigned hours without good cause, your benefits will be reduced or terminated.

This notice tells you what to do if you believe that you should receive a different assignment because of a medical problem, or you cannot come to work for another reason.

If you disagree with the determination of hours that you are able to work, you may ask for a conference or a Fair Hearing, or both.



### **What to do if you think that you should be given a different work assignment:**

You have already been determined as work limited by an HRA-authorized medical practitioner. Your assignment is based on your functional capacity as outlined in your individual plan of employment (IPE). We have informed your work site supervisor of your limitations, and to the extent possible, we have made every effort to accommodate your limitations. You may still contest the WeCARE assignment as medically inappropriate. The proper way to contest the assignment is as follows:

1. Report to your assigned work site and find out about your assignment. You may discuss any issues you have about whether the assignment is appropriate with the person who gives you your assignment, your supervisor at the assignment, or the agency's WEP coordinator.
2. If you have not resolved the issue at your WeCARE vendor, you can also make an appointment to discuss your objections at a conference at your job center location.
3. If you are not able to resolve your issues at the conference, you may request a Fair Hearing.

### **What to do if your medical condition changes in a way that affects your ability to work:**

Discuss any problem related to your medical condition with your work site supervisor, and provide written documentation on your doctor's stationery which includes the doctor's name, the date, your diagnosis and prognosis, and states what work activities your condition prevents you from doing and why. The documentation must be an original, not a photocopy, and must be current.

WeCARE may change your assignment to another one based on the medical condition described on the documentation you provide, or the agency may refer you for a medical assessment.

You may refuse to work at an assignment on the basis that it is inconsistent with your medical condition without an immediate loss of benefits. However, if it is determined at a Fair Hearing that there is no basis for your claim that you are unable to engage in the assigned work activities and that you intentionally misrepresented your medical condition, your benefits will be reduced as a sanction.

Follow the instructions in the **What if you receive a Notice of Intent to discontinue benefits?** section below if you receive a Notice of Intent as a result of a change in your medical condition of which the agency is unaware.

### **When can you be absent from your assignment?**

You do not have to report to your assignment on holidays observed by your assigned agency, on your days of religious observance (must be documented), or when you have "good cause".

### **What is "good cause" for missing a day or days of work?**

"Good cause" includes circumstances beyond your control such as, but not limited to, illness, family emergency, jury duty, appointments at an HRA office, school closings, lack of child care or child care payment problems, or lack of transportation. "Good cause" also includes employment interviews and temporary or part-time employment.

### **What to do if you cannot come to work or you are going to be late:**

You must notify your supervisor by telephone as soon as you know that you are going to be absent or late. Give notice before your scheduled starting time. If you do not do so, you may lose benefits. When you return to your work site, you must bring any documentation that you can reasonably obtain to show why you were absent or late.

### **What happens when you are absent or late without good cause, fail to notify your supervisor that you will be absent or late, or fail to provide documentation?**

If you are absent or late without good cause, you will receive a notice of failure to comply with your work assignment. You may also receive a notice for failing to notify your supervisor or failing to provide documentation. You will have the right to request a conciliation, conference and/or Fair Hearing within the time limit stated on the notice.

### **What if you receive a Notice of Intent to discontinue benefits?**

If you receive a Notice of Intent to discontinue benefits because of failure to comply with your work assignment, you have a right to a Fair Hearing. Your benefits will continue, pending the Fair Hearing decision, as long as you make a request for a Fair Hearing within the time frame stated in the Notice of Intent.

## Conference and Fair Hearing Information

### CONFERENCE

If you think our decision is wrong, or if you do not understand our decision, please call us to set up a conference (informal meeting with us). To do this, call the Fair Hearing and Conference (FH&C) unit phone number on **page 1** of this notice or write to us at the address on **page 1** of this notice. Sometimes this is the fastest way to solve a problem you may have. We encourage you to do this even if you have asked for a Fair Hearing. If you ask for a conference, you are still entitled to a Fair Hearing. If you only ask for a conference, your benefits will not stay the same while you appeal. Your benefits will stay the same only if you ask for a State Fair Hearing.

### STATE FAIR HEARING

**How to Ask for a Fair Hearing:** If you believe the decision(s) we are making is/are wrong, you may request a State Fair Hearing by telephone, writing, fax, in person or online.

1. **TELEPHONE:** Call **(800) 342-3334**. (Please have this notice in hand when you call.)
2. **WRITE:** Send a copy of the entire notice, with the "Fair Hearing Request" section completed to:  
Office of Administrative Hearings  
New York State Office of Temporary and Disability Assistance  
P.O. Box 1930  
Albany, NY 12201  
(Please keep a copy for yourself).
3. **FAX:** Fax a copy of the entire notice, with the "Fair Hearing Request" section completed to: **518-473-6735**.
4. **IN PERSON:** Bring a copy of the entire notice, with the "Fair Hearing Request" section completed, to the Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance at either: **14 Boerum Place, Brooklyn** or **330 West 34<sup>th</sup> Street, 3<sup>rd</sup> floor, Manhattan**.
5. **ONLINE:** Complete an online request form at: <http://www.otda.state.ny.us/oah/forms.asp>

**Fecha del Aviso:**  
**No. de Caso:**  
**Nombre del caso:**  
**Centro:**  
**No. de Tel. FH&C**  
**Código de Acción:**

### Resumen de Información de Asignación WeCARE (Spanish)

Usted ha sido asignado a la siguiente actividad laboral en el Programa WeCARE:

\_\_\_\_\_.

El número de horas que usted debe trabajar cada semana es: \_\_\_\_\_.

A usted se le ha programado una orientación en la fecha que se indica abajo. Por favor traiga su tarjeta de identificación con fotografía de HRA. La fecha y ubicación de su orientación es la siguiente:

**Su cita se indica abajo:**

<b>Fecha de la cita:</b>	<b>SAMPLE</b>	<b>Hora:</b>	<b>Teléfono:</b>
<b>Nombre de la ubicación:</b>		<b>Estado:</b>	<b>Código Postal:</b>
<b>Dirección:</b>			
<b>Ciudad:</b>			

**Persona de contacto:**

Instrucciones de Viaje:

Esta es una cita obligatoria. Su participación en este programa es obligatoria, a menos que reciba otra asignación, sea contratado, o la HRA determine que usted ahora no puede trabajar o que está exento por otra razón, tales como:

- Ha cumplido los 60 años de edad
- Está en los últimos 30 días de su embarazo
- Es un padre soltero que cuida de un niño de menos de trece (13) semanas de edad.
- La HRA haya determinado que a usted se le necesita en la casa para cuidar de un miembro de su hogar que está enfermo o incapacitado.

Con el fin de recibir beneficios, debe trabajar el número de horas asignadas en su sitio de trabajo, a menos que tenga un motivo justificado para no trabajar. Si no trabaja las horas asignadas sin una buena razón, a sus beneficios se les dará término o se reducirán.

Este aviso le dice qué debe hacer si cree que debería recibir una asignación diferente debido a un problema médico, o si no puede venir a trabajar por otra razón.

Si está en desacuerdo con la determinación de horas que puede trabajar, puede solicitar una conferencia o una Audiencia Justa, o ambas.

### **¿Qué debe hacer si piensa que a usted se le debería dar un trabajo diferente:**

Un practicante médico autorizado por HRA ya ha determinado que usted tiene restricciones de trabajo. Su asignación se basa en su capacidad funcional, tal como se esboza en su plan individual de empleo (IPE). Al supervisor de su sitio de trabajo le hemos informado sus limitaciones, y hasta donde fue factible, hemos hecho todos los esfuerzos posibles por hacer arreglos para sus limitaciones. Usted todavía puede disputar la asignación WeCARE como inapropiada desde el punto de vista médico. La forma adecuada de disputar la asignación es la siguiente:

1. Preséntese a su sitio de trabajo asignado e infórmese sobre su asignación. Puede hablar sobre cualquier problema que tenga acerca de si la asignación es apropiada o no con la persona que lo asigna, con su supervisor del área asignada, o con el coordinador WEP de la agencia.
2. Si no ha resuelto el problema con su vendedor WeCARE, también puede hacer una cita para una conferencia y hablar sobre sus objeciones en su centro laboral.
3. Si no puede resolver los problemas en su conferencia, puede solicitar una Audiencia Imparcial.

### **¿Qué debe hacer si su condición médica cambia en una forma que afecte su habilidad para trabajar:**

Hable sobre cualquier problema relacionado con su condición médica con el supervisor en su sitio de trabajo, y entrégueles documentación escrita, en papel con membrete oficial de su médico, que incluya el nombre del doctor, la fecha, su diagnóstico y pronóstico, y donde se señale qué actividades laborales usted no puede realizar debido a su condición y por qué. La documentación debe ser un original, no una fotocopia, y debe ser actual.

WeCARE puede cambiar su asignación por otra, basándose en la condición médica descrita en la documentación que usted provea, o la agencia puede referirlo para una evaluación médica.

Usted puede rehusarse a desempeñar su asignación basándose en el hecho de que no es consecuente con su condición médica sin la pérdida inmediata de los beneficios. Sin embargo, si se determina en una Audiencia Imparcial que no hay base para la reclamación de que no puede efectuar las actividades laborales asignadas, y que usted intencionalmente dio información falsa sobre su condición médica, sus beneficios se reducirán como sanción.

Siga las instrucciones en la sección de **¿Qué sucede si recibe un Aviso de Intención de discontinuar los beneficios?** de abajo, si es que recibe éste como resultado de un cambio en su condición médica del cual la agencia no tiene conocimiento.

### **¿Cuándo puede usted ausentarse de su asignación?**

Usted no tiene que presentarse a su asignación los días feriados que celebra su agencia asignada, o sus días de celebración religiosa (debe documentarse), o cuando tiene "motivos justificados".

### **¿Qué son "motivos justificados" para faltar un día o días al trabajo?**

"Motivos justificados" incluyen circunstancias sobre las cuales usted no tiene control, tales como, pero sin limitarse, a enfermedad, emergencia familiar, cuando debe servir como jurado, citas en una oficina de HRA, cierre escolar, ausencia de servicios de cuidado de menores o problemas de pagos para cuidado de menores o carencia de transporte. "Motivos justificados" también incluye entrevistas de empleo y empleo temporal o de media jornada.

### **Qué debe hacer si no puede venir a trabajar o si va a llegar atrasado:**

Debe notificar a su supervisor por teléfono tan pronto sepa que va a llegar tarde o que estará ausente. Dé aviso antes de su hora de inicio programada. Si no lo hace, puede perder sus beneficios. Cuando regrese a trabajar a su sitio de trabajo, debe traer cualquier documentación que pueda obtener razonablemente para demostrar por qué estuvo ausente o llegó tarde.

### **¿Qué sucede cuando se ausenta o llega tarde sin un motivo justificado, no notifica a su supervisor que va a llegar tarde o que va a estar ausente, o si no presenta la documentación?**

Si usted no acude a trabajar o llega tarde sin un motivo justificado, recibirá un aviso de no cumplimiento con su asignación laboral. También es posible que reciba un aviso por no notificar a su supervisor o por no proveer documentación. Usted tendrá el derecho a solicitar una Audiencia Imparcial y/o conferencia, o conciliación, dentro del plazo que se indica en el aviso.

### **¿Qué sucede si recibe un Aviso de Intención de discontinuar los beneficios?**

Si recibe un Aviso de Intención de discontinuar los beneficios porque no cumplió con su asignación laboral, tiene el derecho a una Audiencia Justa. Sus beneficios continuarán, hasta que se emita la decisión de la Audiencia Imparcial, y siempre y cuando usted solicite una Audiencia Imparcial dentro del plazo que se señala en el Aviso de Intención.

## Información sobre la Conferencia y la Audiencia Imparcial

### CONFERENCIA

Si usted cree que nuestra decisión está equivocada, o si no entiende nuestra decisión, por favor llámenos para efectuar una conferencia (reunión informal con nosotros). Para hacer esto, llame al número de teléfono de la unidad de la Audiencia Imparcial y Conferencia en la **página 1** de este aviso o escríbanos a la dirección en la **página 1** de este aviso. A veces ésta es la forma más rápida de resolver cualquier problema que usted pudiese tener. Lo alentamos a hacer esto, incluso si ha solicitado una audiencia imparcial. Si solicita una conferencia, usted todavía tiene derecho a pedir una audiencia imparcial. Si solamente solicita una conferencia, sus beneficios no serán iguales mientras presenta la apelación. Sus beneficios permanecerán igual, a menos que solicite una Audiencia Imparcial.

### AUDIENCIA IMPARCIAL DEL ESTADO

**Cómo pedir una Audiencia Imparcial:** Si usted cree que la decisión o decisiones que tomamos fue/fueron equivocadas, puede solicitar una audiencia imparcial estatal, ya sea por teléfono, por escrito, fax, en persona o en línea.

- 1. TELÉFONO:** Llame al **(800) 342-3334**. (Por favor tenga este aviso a la mano cuando llame).
- 2. ESCRIBA:** Envíe por fax una copia de todo el aviso, con la sección "Solicitud de Audiencia Imparcial" completada a:  
Office of Administrative Hearings  
New York State Office of Temporary and Disability Assistance  
P.O. Box 1930  
Albany, NY 12201  
(Sirvase guardar una copia para usted).
- 3. POR FAX:** Envíe por fax una copia de todo el aviso, con la sección "Solicitud de Audiencia Imparcial" completada a: **518-473-6735**.
- 4. EN PERSONA:** Traiga una copia de todo el aviso, con la sección "Solicitud de Audiencia Imparcial" completada a la Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance, ya sea a: **14 Boerum Place, Brooklyn** o **330 West 34<sup>th</sup> Street, 3<sup>rd</sup> floor, Manhattan**.
- 5. EN LÍNEA:** Complete un formulario de solicitud en línea al:  
<http://www.otda.state.ny.us/oah/forms.asp>

**Date of Action:**  
**Case Number:**  
**Case Name:**  
**Center:**  
**Action Code:**

**WeCARE Return to Job Center  
(Mandatory)**

You must return to the Job Center for eligibility review and determination.

**Your appointment with the Job Center is indicated below:**

<b>Appointment Date:</b>	<b>Time:</b>	<b>Telephone:</b>
<b>Location Name:</b>		
<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>

**SAMPLE**

If you cannot keep the appointment or need reasonable accommodation or have questions, please call for assistance before your scheduled appointment time.

**Travel Directions:**

This is a mandatory appointment. You must report to and cooperate with this mandatory appointment as a condition of continued Cash Assistance benefits. Failure to report for and comply with this appointment without good cause may result in a reduction or closing of your cash assistance case.

**Fecha de la acción:**  
**Número de caso:**  
**Nombre del caso:**  
**Centro:**  
**Código de Acción:**

**Retorno a Centro de Trabajo WeCARE  
(Obligatorio)**

Usted debe regresar al Centro de trabajo para una revisión y determinación de elegibilidad.

**Su cita con el Centro de trabajo se indica abajo:**

**Fecha de la cita:**  
**Nombre de la  
ubicación:**  
**Dirección:**  
**Ciudad:**

**Hora:**

**Teléfono:**

**Estado:**

**Código Postal:**

**SAMPLE**

Si usted no puede mantener la cita, si necesita acomodaciones razonables o si tiene alguna pregunta, por favor llame para obtener ayuda antes de la hora programada de su cita.

Instrucciones de Viaje:

Esta es una cita obligatoria. Usted debe presentarse y cooperar con esta cita obligatoria como condición de la continuación de sus beneficios de asistencia en efectivo. Si no se presenta ni cumple con esta cita sin tener razones justificadas, podría resultar en la reducción o cierre de su caso de asistencia en efectivo.

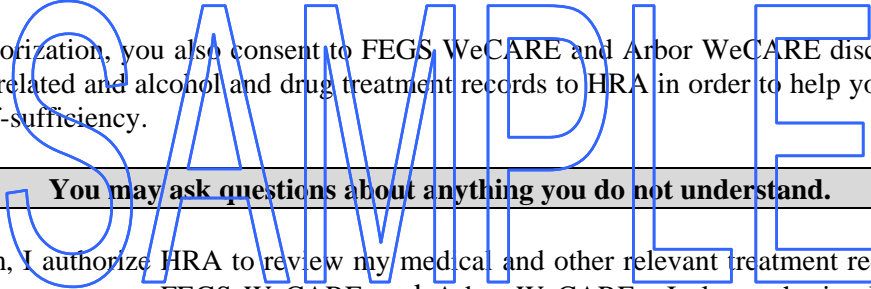
**New York City Human Resources Administration  
HIPAA<sup>1</sup> Compliant Authorization for Disclosure of Individually Identifiable Information  
Drug Treatment Records and Confidential HIV\* Related Information**

Client Name _____
Date of Birth _____ SSN # _____
CA Case # _____

Federal and New York State law and regulations protect the confidentiality of your individually identifiable health information. This information includes your medical, mental health, HIV-related and alcohol and drug treatment records. The New York City Human Resources Administration (HRA) Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program provides services to individuals receiving Cash Assistance who may have medical and/or mental health conditions to assist them in attaining their highest possible level of health and self-sufficiency. HRA will not disclose any health information about you without your written consent, unless otherwise permitted or required to do so by law.

By signing this authorization, you consent to HRA obtaining your health information including your medical, mental health, HIV-related and alcohol and drug treatment records and disclosing your health information and current or past Cash Assistance and Food Stamps records to FECS Health and Human Services System (FECS WeCARE) and Arbor Education and Training (Arbor WeCARE) to enable the vendor to assist you.

By signing this authorization, you also consent to FECS WeCARE and Arbor WeCARE disclosing your medical, mental health, HIV-related and alcohol and drug treatment records to HRA in order to help you attain your highest possible level of self-sufficiency.



**You may ask questions about anything you do not understand.**

By signing this form, I authorize HRA to review my medical and other relevant treatment records and to disclose this information as necessary to FECS WeCARE and Arbor WeCARE. I also authorize HRA to disclose my current or past Cash Assistance and Food Stamps records to FECS WeCARE and Arbor WeCARE.

By signing this form, I authorize FECS WeCARE and Arbor WeCARE to disclose any medical and other relevant treatment records to HRA.

By signing this consent, I am authorizing the release of the following types of health information, which may also be derived from my treatment records, if applicable: a) medical information, b) HIV-related information, c) alcohol and drug treatment related information and d) mental health information.

I understand that I have the right to revoke this authorization at any time by notifying HRA<sup>2</sup>, in writing, except to the extent that HRA or the WeCARE vendor has already taken action based on this consent.

I understand that signing this authorization is voluntary and that my refusal will not affect my eligibility for HRA benefits.

If I am authorizing the release of alcohol/drug treatment records, I understand these records are protected under the federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2 and

<sup>1</sup> The Health Insurance Portability and Accountability Act (HIPAA) of 1996 governs the privacy of Protected Health Information. If you feel your HIPAA rights have been violated, you may file a complaint with the Office for Civil Rights, Department for Health and Human Services, Jacob Javits Federal Building, 26 Federal Plaza, Suite 3312, New York, NY 10228: (212) 264-3313; or fax (212) 264-3039.  
<sup>2</sup>WeCARE Director, HRA Customized Assistance Services, 2 Washington Street, New York, NY 10004



cannot be disclosed or re-disclosed by FECS WeCARE or Arbor WeCARE without my written consent unless otherwise provided for in the regulations.

If I am authorizing the release of mental health information, I understand that this information is protected under New York State Mental Hygiene Law Section 33.13. None of these records can be re-disclosed by FECS WeCARE or Arbor WeCARE without my written authorization, unless otherwise provided for by the regulations.

If I am authorizing the release of HIV-related information, I understand that this information is protected by Article 27-F of the New York State Public Health Law and cannot be re-disclosed by FECS WeCARE or Arbor WeCARE without my authorization unless otherwise permitted by the regulations. I understand that I have the right to request a list of people who may receive or use my HIV-related information without authorization. If I experience discrimination because of the release or disclosure of HIV related information, I may contact the New York State Division of Human Rights at (212) 961-8650 or the New York City Commission of Human Rights at (212) 306-7450. These agencies are responsible for protecting my rights.

I understand that any other information disclosed under this authorization may be re-disclosed by the recipient, and this re-disclosure may no longer be protected by federal or state law.

**Date or Event on which this Authorization will expire:** This consent will terminate when I am no longer receiving services from the WeCARE program.

\_\_\_\_\_  
Name (*Print*)

\_\_\_\_\_  
Signature of Client or Person  
Authorized to Consent to the Release of Health Care Information

\_\_\_\_\_  
Date

**Basis of Authority to Sign on Behalf of Client:**  
\_\_\_\_\_

*(Note: A large blue 'SAMPLE' watermark is overlaid on the signature and date lines.)*

**New York City Human Resources Administration**  
**Autorización para la Divulgación de Información de Salud Individualmente Identificable en**  
**Cumplimiento con HIPAA<sup>1</sup>**

**Información, Registros de Tratamiento de Drogas e Información Confidencial Relacionada con el VIH\***

Nombre del cliente \_\_\_\_\_  
Fecha de nacimiento \_\_\_\_\_ No. de Seguro Social \_\_\_\_\_  
No. de Caso CA \_\_\_\_\_

La ley y reglamentos Federal y del Estado de Nueva York protegen la confidencialidad de su información de salud identificable individualmente. Esta información incluye sus registros médicos, de salud mental, aquella relacionada con el VIH y de tratamiento para el alcohol y drogas. El programa de Bienestar, Evaluación Integral, Rehabilitación y Empleo (WeCare) de la New York City Human Resources Administration (HRA) ofrece servicios a las personas que reciben Asistencia en Efectivo que puedan tener condiciones médicas y/o de salud mental con el fin de que logren su nivel más alto posible de salud y autosuficiencia. La HRA no divulgará ningún tipo de información de salud sin su consentimiento por escrito, a menos que de otro modo lo permita o sea requerido por la ley.

Al firmar esta autorización, usted da su consentimiento para que HRA obtenga su información de salud, incluyendo sus registros médicos, de salud mental, de tratamiento de drogas y alcohol y aquella relacionada con el VIH, y además para que divulgue su información de salud y registros pasados o actuales de Asistencia en Efectivo y de Cupones de Alimentos a FECS Health and Human Services System (FECS WeCARE) y Arbor Education and Training (Arbor WeCARE) con el fin de que el vendedor lo pueda ayudar.

Al firmar esta autorización, usted también da su consentimiento a FECS WeCARE y a Arbor WeCARE para que divulguen sus registros médicos, de salud mental, de tratamiento de drogas y alcohol y aquella relacionada con el VIH para ayudarle a obtener el nivel más alto posible de autosuficiencia.

**Puede hacer preguntas sobre cualquier cosa que no entienda.**

Al firmar este formulario, autorizo a HRA para que revise mis registros médicos y de otros tratamientos pertinentes y para que divulgue esta información como sea necesario a FECS WeCARE y Arbor WeCARE. Además autorizo a HRA para que divulgue mis registros pasados y actuales de Asistencia en Efectivo y de Cupones de Alimentos a FECS WeCARE y a Arbor WeCARE.

Al firmar este formulario, autorizo a FECS WeCARE y Arbor WeCARE para que divulguen cualquier registro médico y otros tratamientos pertinentes a la HRA.

Al firmar este consentimiento, estoy autorizando la entrega de los siguientes tipos de información de salud, que también pueden derivarse de mis registros de tratamiento, si corresponde: a) información médica, b) información relacionada con el VIH, c) información relacionada con el tratamiento de alcohol y drogas d) información de salud mental.

Entiendo que tengo el derecho a revocar esta autorización en cualquier momento notificando a HRA<sup>2</sup>, por escrito, excepto cuando HRA o el vendedor WeCare ya haya tomado acción basándose en este consentimiento.

<sup>1</sup> La Ley de Portabilidad y Responsabilidad de Seguros de Salud (HIPAA) de 1996 controla la privacidad de la información de salud protegida. Si usted cree que sus derechos HIPAA han sido violados, puede presentar una queja en la Office for Civil Rights, Department for Health and Human Services, Jacob Javits Federal Building, 26 Federal Plaza, Suite 3312, New York, NY 10228: (212) 264-3313; o por fax al (212) 264-3039.

<sup>2</sup>WeCARE Director, HRA Customized Assistance Services, 2 Washington Street, New York, NY 10004

Entiendo que firmar esta autorización es un acto voluntario y que si me rehúso, mi elegibilidad para beneficios de HRA no se verá afectada.

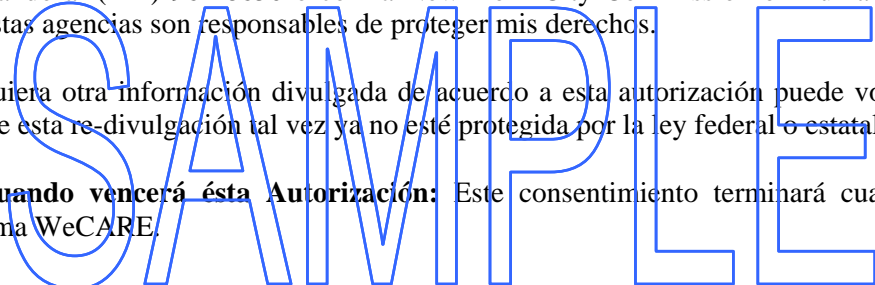
Si estoy autorizando la entrega de registros de tratamiento de alcohol/drogas, entiendo que estos registros están protegidos bajo los reglamentos federales que gobiernan la Confidencialidad de los Registros de Alcohol y Abuso de Drogas del Paciente, 42 C.F.R Parte 2 y que no pueden ser divulgados, o vueltos a divulgar por FECS WeCARE o Arbor WeCARE, sin mi consentimiento por escrito, a menos que esté estipulado de otro modo en los reglamentos.

Si estoy autorizando la entrega de mi información de salud mental, entiendo que esta información está protegida por la Ley de Salud Mental del Estado de Nueva York, Sección 33.13. Ninguno de estos registros pueden ser divulgados nuevamente por FECS WeCARE o Arbor WeCARE, sin mi autorización por escrito, a menos que de otro modo esté estipulado en los reglamentos.

Si estoy autorizando la entrega de información relacionada con HIV, entiendo que esta información está protegida por el Artículo 27-F de la Ley de Salud Pública del Estado de Nueva York y que no puede volver a divulgarse nuevamente por FECS WeCare o Arbor WeCare sin mi autorización, a menos que de otro modo lo permitan los reglamentos. Entiendo que tengo el derecho a solicitar una lista de las personas que pueden recibir o usar mi información relacionada con el VIH sin autorización. Si soy objeto de discriminación debido a la entrega o divulgación de información relacionada con el VIH, puedo ponerme en contacto con la New York State Division of Human Rights llamando al (212) 961-8650 o con la New York City Commission of Human Rights llamando al (212) 306-7450. Estas agencias son responsables de proteger mis derechos.

Entiendo que cualquiera otra información divulgada de acuerdo a esta autorización puede volver a ser divulgada por el receptor, y que esta re-divulgación tal vez ya no esté protegida por la ley federal o estatal.

**Fecha o Evento cuando vencerá ésta Autorización:** Este consentimiento terminará cuando deje de recibir servicios del programa WeCARE.



\_\_\_\_\_  
Nombre *(Escriba en letra de molde)*

Fecha: \_\_\_\_\_

\_\_\_\_\_  
Firma del Cliente o Persona  
Autorizada para Consentir la Entrega de Información de Cuidado de la Salud

**Base de la Autoridad para Firmar a Nombre del Cliente:**

\_\_\_\_\_