



# FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner  
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY DIRECTIVE #11-15-OPE

*(This Policy Directive Replaces PB #07-45-OPE)*

### PROVIDING APPOINTMENTS WHEN APPLICANTS CANNOT WAIT TO BE INTERVIEWED

<b>Date:</b> May 5, 2011	<b>Subtopic(s):</b> Application, Operations, Eligibility
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**AUDIENCE** The instructions in this policy directive are for Job Center staff and informational for all other staff.

**POLICY** The Family Independence Administration (FIA) does not limit the days of the week or the times of the day, during regular business hours (hours the Agency is accessible to the public), that a person can apply for assistance. FIA does not limit the number of applications distributed or accepted during regular business hours. Applicants are serviced on a first come first served basis.

An interview with the applicant is required in all cases to establish eligibility for Cash Assistance (CA) or Cash Assistance/Food Stamp (CA/FS) benefits.

The date on which the person submits a signed, completed application at a Job Center is the “application file date” and has associated processing timeframes and benefit implications.

See [PD #11-03-ELI](#), Processing Immediate Needs (Code 44) and/or Emergency Assistance.

Federal and State regulations require that applicants for CA have an eligibility interview within seven (7) business days from the date the application was filed except when there is an indication of an emergency need, in which case the interview shall be held at once.

For Food Stamp (FS) purposes, Federal and State regulations require that an eligibility interview be conducted within thirty (30) days from the date the application was filed.

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

When a Statewide Common Application ([LDSS-2921](#)) is filed, one interview is conducted to determine eligibility for both programs, usually on the same day.

See [PD #11-12-OPE](#), Expedited Food Stamp Processing Rules.

Applicants for FS, (CA/FS or Non Cash Assistance Food Stamps [NCA FS]), must be assessed for Expedited Food Stamps (EFS) on the day the application is received by the Agency.

## BACKGROUND

At or before the initial (“I”) eligibility interview there are instances when an individual who has filed or is waiting to file an application for CA and/or FS cannot wait for the “I” eligibility interview but wishes to preserve that date as the application file date.

In these instances, FS regulations require that the CA/FS applicant be provided a date and time specific return appointment for the “I” eligibility interview.

FIA’s non-same day application process is not used in Job Centers **18, 37, and 80**.

In order to comply with Federal and State regulations, FIA has developed an (non-same day) application process to accommodate those applicants who are unable to remain at the Job Center for their “I” eligibility interview on the same day.

FIA’s newly developed (non-same day) process allows the “I” eligibility interview to extend beyond the one day. However, the non-same day process does not adjust (shorten or increase) the Federal and State mandated timeframes for an applicant’s compliance with the Agency in determining the applicant’s eligibility for CA or CA/FS benefits.

See [PD #09-28-ELI](#), Mailed/Faxed CA and/or NCA FS Applications.

The applicant who submits his/her completed/signed application to Job Center staff and *leaves without providing notice* that he/she cannot wait for the “I” eligibility interview will have his/her application processed in the same manner as an application mailed or faxed to an FIA site.

To facilitate the non-same day application process, the following systemic updates have been developed:

See [PB #11-13-SYS](#), CA POS Release Notes Version 15.1.

- A new POS caseload named **IBOOK** will provide easy identification for tracking and case processing requirements. However, the **IBOOK** caseload designation cannot substitute for the following caseload types:

Exemptions to **IBOOK** designation

- HIV/AIDS Services Administration (HASA) cases, or
- **Brad H** cases (or other Agency specified caseloads)

- A daily **IBOOK** Worklist that lists all of the “I” eligibility appointments scheduled for that day.
- New York City Work, Accountability and You (NYCWAY) Codes:
  - **99AI** (Applicant Interview Scheduled)
  - **99AR** (Applicant Interview Rescheduled)

**Note:** Cases not designated as **IBOOK** because of its own specialized caseload will still appear on the **IBOOK** worklist when the **99AI** is posted in NYCWAY.

Revised Form **W-531**

To enhance its use in the non-same day CA or CA/FS application process, the Important Information About Your Application form (**W-531**) has been revised to:

- Provide the actual application file date and explain that **day 1** of the application-filing period is the **day after** the application is filed.
- Advise the applicant to bring the form back with him/her when he/she reports for the scheduled appointment and present it to the Receptionist.
- Provide a date and time specific appointment.
- Restructure the sections entitled **Cash Assistance Eligibility** and **Food Stamps Eligibility** to clarify and separate the program timeframes for eligibility compliance and remove the examples that are no longer necessary.
- Advise the applicant to telephone the Job Center if there is a need to reschedule the appointment.

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**REQUIRED ACTION**

Job Center staff must provide a future appointment date and time for the applicant to complete the application process when, during an applicant’s visit to the Job Center, the applicant cannot remain for the “I” eligibility interview but wishes to preserve that date as the application file date.

***Before Site Determination***

An applicant who advises the Job Center Receptionist that he/she cannot remain for the “I” eligibility interview process before the site determination process will be given a complete application kit and the **LDSS-2921** form to complete. The Receptionist will:

- Manually screen the household for EFS using the Food Stamp Application Expedited Processing Summary Sheet - NYC ([LDSS-3938-NYC](#)).

- *If the applicant is not eligible for EFS, give the applicant an appointment within five (5) business days.*
  - *If the applicant is eligible for EFS, give the applicant an appointment within two (2) business days.*
- Give the applicant Form **W-531** with the 2 or 5-day return appointment as appropriate;
  - Prepare a folder with the **LDSS-2921** form and copies of Forms **W-531** and **LDSS-3938-NYC** and forward it to the designated JOS/Worker.

By close of business that day, the designated JOS/Worker will:

- complete the site determination window and check the '**Cannot Stay for Same Day Interview**' checkbox (see screen shot below).

### Site Determination window

The screenshot shows a software window titled "Version 15.1 - Paperless Office System - [Site Determination]". The window contains a form with the following sections:

- Residential Address:** House No: 99, Street Dir/Name/Type: [None], Undomiciled: [Checked], City: Bronx, State: NY, Zip Code: 104510000, Phone: [ ] - [ ].
- Undomiciled ?** [Checked]
- Is there a Special Situation / Hardship?** No Shelter/Homeless [Selected]
- Casehead:** Last Name, First Name, Middle Name, Sex, D.O.B.: 00/00/0000, SSN, Verify Address.
- Initial Clearance:** Is there anyone currently living in the household who was not listed on the case(s) displayed on WMS inquiry screen? [ ] Yes... [ ] No.
- Programs Applying For:** PA [ ], MA [ ], FS [ ], Child Care in Lieu of PA [ ], One Shot [ ], Time Emergency Payment Only [ ].
- CA case closed less than 30 days?** [ ] Yes [ ] No.
- Language Spoken:** English [Selected], Can you speak English? [ ] Yes [ ] No.
- Language Read:** English [Selected], Can you read English? [ ] Yes [ ] No.
- Problem:** [ ]

A callout box with a white background and black border points to the checkbox labeled "Cannot stay for same day interview", which is checked. The callout box contains the text: "Cannot stay for same day interview' checkbox".

- complete the Application Intake in POS, which will have the case register the application in the Welfare Management System (WMS).
- assign to a caseload designation of **IBOOK**.

## Visual Object for Updating Unit Worker

The screenshot shows a web form titled "Suffix Level Information". At the top, there are two input fields: "Registration Number" with the value "00010003723D" and "Unit Worker" with a dropdown menu showing "OSTA3". To the right of these fields is a button labeled "Update Unit Worker", which is highlighted with a blue rectangular box. Below these are four more input fields: "Suffix" (value "1"), "Case Name" (value "TEST AGENCY"), "File Date" (value "08/12/2008"), and a row of four dropdown menus for "Category" (value "FS"), "Primary Language" (value "English"), "CNS Notice Language" (value "English"), and "Language Read" (value "English").

When a JOS/Worker begins to update the Unit Worker field for an applicant who has been identified by the '**Cannot Stay for Same Day Interview**' checkbox in the **Site Determination** window, the following message will appear:

*"You may only select value '**IBOOK**' in the Unit Worker field"*

If a JOS/Worker attempts to update the Unit Worker field using other than '**IBOOK**' and the '**Cannot Stay for Same Day Interview**' box has not been checked, the following message will appear:

*"You may only select the value '**IBOOK**' in the Unit Worker field if the '**Cannot Stay for Same Day Interview**' checkbox is selected in the **Site Determination** window."*

- enter action code **99AI** in NYCWAY with a future action date (FAD) equal to the scheduled appointment date.
- forward the folder to the Center Director's Designee.

### During or after site determination

An applicant who advises the Job Center Receptionist that he/she cannot stay to be interviewed during or after the site determination process will be given an **LDSS-2921** form to complete and the Receptionist will:

- start/access the **Site Determination** window.
- check the **Cannot stay for same day interview** checkbox in the **Site Determination** window.
- change the caseload designation to **IBOOK**.
- screen for EFS, using Form **LDSS-3938-NYC**
  - *If the applicant is not eligible for EFS, give the applicant an appointment within 5 business days.*
  - *If the applicant is eligible for EFS, give the applicant an appointment within 2 business days.*

- give the applicant Form **W-531** with the 2 or 5-day return appointment as appropriate.
- prepare a folder with the [LDSS-2921](#) form and copies of forms **W-531** and [LDSS-3938-NYC](#).

By close of the business that day, the designated JOS/Worker will:

- complete the Application Intake in POS, which will have the case registered in WMS.
- enter action code **99AI** in NYCWAY with a FAD equal to the scheduled appointment date.
- forward the folder to the Center Director's Designee.

**During the "I" eligibility interview**

**During the "I" eligibility interview**, if an applicant advises the JOS/Worker that he/she is unable to remain to *complete* the interview, it will not be treated as a cannot wait situation. The applicant will be given a *deferred* appointment and a completed Documentation Requirements and/or Assessment Follow-up Form (**W-113K**).

**Applicant Reschedules**

When an applicant contacts the Job Center to reschedule the non-same day appointment, the Designated Worker must:

- emphasize to the applicant the date by which the interview must be conducted for cash assistance is within seven business days from the application file date.
- provide a rescheduled appointment by the seventh (7th) business day from the date of the application file date.
- enter Action Code **99AR** in NYCWAY with a Future Action Date (FAD) that equals the day of the new appointment.
- complete a new **W-531** and send it to the applicant even if the new appointment date is the next day.

**Applicant Returns**

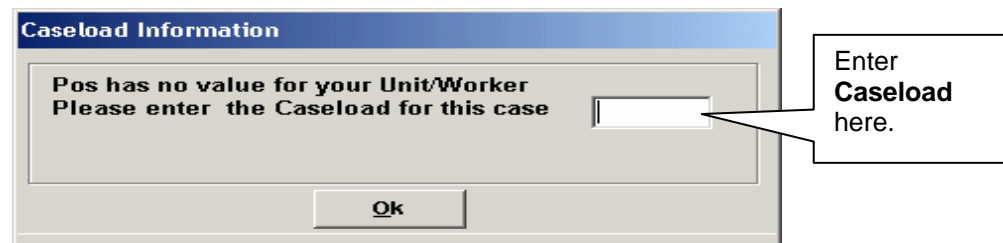
When the applicant returns to keep the scheduled "I" eligibility interview:

- FDR issues a CA APPLICATION/ADDITION ticket and routes them to CA Reception (Model Centers only). In non-Model Centers, the applicant will sign in with the CA Receptionist and wait in the appropriate waiting area to be called.
- The CA Receptionist (no site determination is performed) then:
  - Calls the ticket number (Model Centers only).
  - Receives Form **W-531** or identifies the AP case.
  - Notifies the Center Manager's Designee.
  - Refers the case to the AJOS I.

The AJOS I assigns the application interview to a JOS/Worker.

The JOS/Worker must access site determination to remove the check mark  from the '**Cannot stay for same day interview**' checkbox, and POS will assign the caseload designated to the JOS/Worker taking the action. If the JOS/Worker does not have a caseload designation in the POS enrollment, the **Caseload Information** window will appear and the JOS/Worker must enter the appropriate caseload designation. (See the following screen shot.)

### Caseload Information window



### ***Applicant Fails to Return***

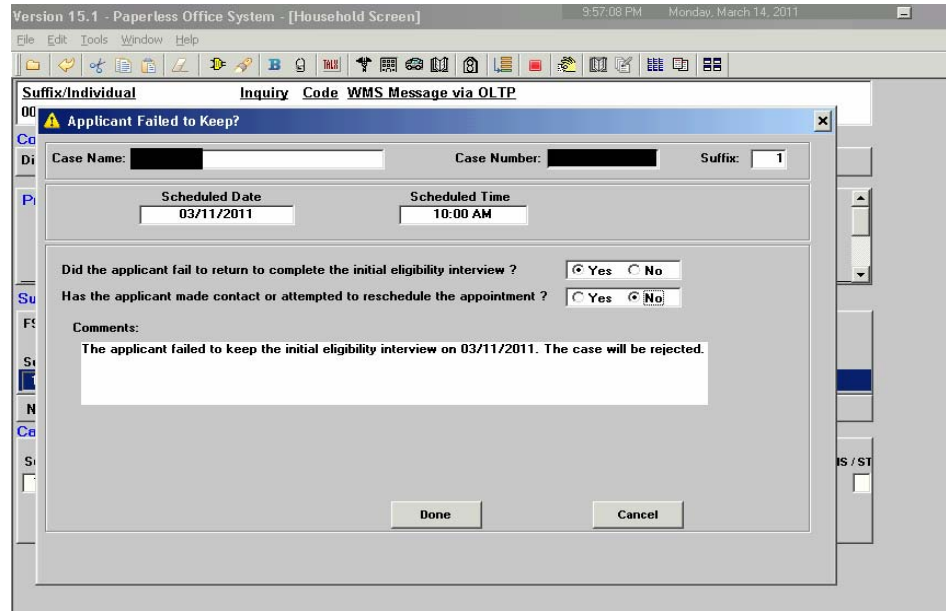
On a daily basis, the Center Manager's Designee will review the **IBOOK** worklist and assign the required case action to a JOS/Worker. The JOS/Worker will take action to reject the CA application of those applicants who failed to return for the "I" eligibility interview the day before. This is identified by cases with the **IBOOK** caseload that have an *expired FAD*.

The assigned JOS/Worker must:

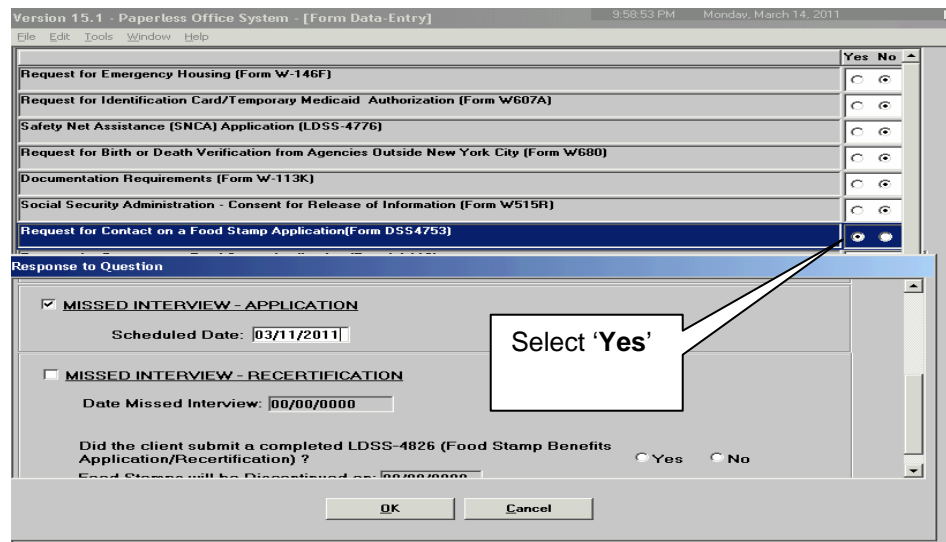
- access the Client Notice System (CNS) to initiate a closing notice using CA rejection code **F10** (Failed to Keep Appointment for Initial Eligibility Interview).
- access the **CA Application Interview** activity in POS.
- complete the **CIN Re-Use** and **Case Number Re-Use** windows.
- access the **TAD** window:
- complete the **Applicant Failed to Keep** window to record the failure to keep the eligibility interview appointment.

(See screen shot on next page)

### Applicant Failed to Keep window



- Accesses the **Form Data Entry** window;



- If the household applied for FS, select **'Yes'** to the **Request for Contact on a Food Stamp Application (Form DSS-4753)** (see the above screen shot) to have the **LDSS-4753** mailed to the applicant informing the applicant that he/she has until the 30th day after the date the application was filed to complete the FS eligibility interview. If the individual does not appear for the FS eligibility interview by the 30th day, the **N10** will reject/close the FS case and no further action is required.



- Access the POS **TAD** window and take the following actions:
  - Enter the CNS notice number created for the **F10** rejection.
  - Select Rejected from the PA status drop-down menu.
  - Select CA rejection code **F10** from the status reason code drop-down menu.
  - Enter the appropriate FROM and TO dates, as required.
  - Select Rejected from the FS status drop-down menu.
  - Select FS rejection code **N10** (Failure to Keep/Complete Appointment) from the status reason drop-down menu. **N10** will allow the FS case to remain in **AP** status until the 30th day.

### TAD Data – Eligibility

Version 15.1 - Paperless Office System - [TAD Data - Eligibility] 10:54:58 AM Friday, April 22, 2011

WMS Data POS Data

Case Number: 000000021181 | Center: Melrose Job Center | Unit Worker: IIBOOK | Rule Status: UNTESTED

Case Suffix: BRYANT KELLY | Case Name: BRYANT KELLY | Language: English | Language Read: English | Notice Language: N10 | Notice #

SNET Indicator: LFLN | EMG Indicator: 60 Mo 24 Mo | EMG Dates: From: 00/00/0000 To: 00/00/0000

Category	Prg	Status	Status Reason	From Date:	To Date:
FA	PA	REJECTED	F10-Failure to Keep Initial Appointment/Interview (MA Sep Det)	04/20/2011	00/00/0000
MA	REJECTED	F10-Failure to Keep Initial Appointment/Interview (MA Sep Det)		04/20/2011	00/00/0000
FS	REJECTED	N10-Failure to Keep/Complete Appointment		04/20/2011	00/00/0000

Individual Name	Line	CIN	Prg	Reject?	Status Reason	Effective Date	Rule Status
Kellv Brvant	1	Z252568D	PA	RJ		04/20/2011	UNTESTED
Modiv MA?			MA	RJ		04/20/2011	
			FS	RJ		04/20/2011	
Laura Brvant	2	Z252558H	PA	RJ		04/20/2011	UNTESTED
Modiv MA?			MA	RJ		04/20/2011	
			FS	RJ		04/20/2011	

Row 1 of 2

Buttons: Next, Previous, Ignore Errors, Show Individual Data, Run Rules

Current Activity: CA Application Interview BRYANT KELLY (000000021181)

**Note:** Until POS is reprogrammed, POS will continue to require the user to open the Notice of Action Taken on Your Application (**LDSS-4013**) window. The JOS/Worker must open and close this window but does NOT mail the **LDSS-4013** to the applicant. The **F10** rejection will generate the CNS notice once the action is processed.

- Print all relevant forms on the **Print Forms** window.
- Click on the **Complete Activity** button in the **Close** window.
- Select the Supervisor in the **Approval Assignment** window.

**PROGRAM  
IMPLICATIONS**

Paperless Office  
System (POS)  
Implications

POS implications are covered in this document.

Food Stamp  
Implications

Food Stamp implications are covered in this document.

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

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

**FAIR HEARING  
IMPLICATIONS**

Avoidance/  
Resolution

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

Conferences

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

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

If the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS I/ Supervisor I will Settle in Conference (SIC). The AJOS I/Supervisor I must also enter detailed case notes in the New York City Work, Accountability and You (NYCWAY) system, and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken.

In addition, if the adverse case action still shows on the “Pending” (08) screen in WMS, the AJOS I/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form ([LDSS-3722](#)), to change the 02 to 01 if the case has been granted Aid to Continue (ATC), or prepare and submit a CA Recoupment Data Entry Form – WMS ([LDSS-3573](#)) to delete a recoupment. The AJOS I/Supervisor I must complete a Conference Report ([M-186a](#)) form.

The Center Manager’s Designee 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 All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY “Case Notes” screens.

**REFERENCES**

[Food Stamp Source Book](#) (FSSB), Section 4, pg 25-28  
[Temporary Assistance Source Book](#) (TASB), Section 3  
[10-INF-22](#), Accessing Applications for Temporary Assistance (TA), the Food Stamp Program and to the Home Energy Assistance Program (HEAP)  
[03 INF-27](#), Temporary Assistance Date of Eligibility  
[02 ADM 02](#), Meeting the Emergency /Immediate Needs of Temporary Assistance (TA) Applicants/Recipients  
[GIS 08 TA/DC018](#)  
 18 NYCRR 350.3(b) and (c)  
 18 NYCRR 387.7(a)  
 18 NYCRR 387.14(a)(4)(ii)


**RELATED ITEMS**

[PD #11-12-OPE](#)  
[PD #11-03-ELI](#)  
[PD #11-01-ELI](#)  
[PD #09-28-ELI](#)  
[PB #11-13-SYS](#)

[PB #08-86-OPE](#)  
[The FIA Model Center Handbook](#)  
[CD #02-20](#)  
[CD #94-79](#)

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## ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

**W-531** Important Information About Your Application  
(Rev. 5/5/11)  
**W-531 (S)** Important Information About Your Application  
(Spanish) (Rev. 5/5/11)

Date: \_\_\_\_\_  
Center Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Applicant Address: \_\_\_\_\_  
\_\_\_\_\_  
Application File Date: \_\_\_\_\_

### Important Information About Your Application

Since you need to leave the Job Center today before seeing a Worker to complete the electronic application and interview process, we have accepted a paper Statewide Common Application (Form **LDSS-2921**) in order to protect your application filing date. The day after you turn in (file) your application counts as day 1 of your application-filing period.

When you return to the Job Center, please *bring* this form with you and present it to the Receptionist. Please tell the Receptionist that you have already filed an application and need to complete an initial eligibility interview. In order for this agency to process your Cash Assistance application, your interview has been scheduled as follows:

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

#### Cash Assistance Eligibility

When you submit an application for Cash Assistance you must complete an initial eligibility interview within seven (7) business days from your application filing date. Failure to complete an initial interview, without good cause, within the seven (7) business days may result in the DENIAL of your Cash Assistance application.

#### Food Stamps Eligibility

Failure to complete the initial eligibility application process and interview, without good cause, within thirty (30) calendar days from the date your application is filed may result in the DENIAL of your application for Food Stamps.

If you need to reschedule your appointment, please contact the Job Center at the telephone number provided above.

Fecha: \_\_\_\_\_  
Número del Centro: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Dirección del Solicitante: \_\_\_\_\_  
Fecha de Presentación de la Solicitud: \_\_\_\_\_

### Información Importante Sobre su Solicitud

Debido a que usted necesita irse del Centro de Trabajo hoy antes de reunirse con un Trabajador para llevar a cabo el trámite de solicitud y entrevista electrónicos, hemos aceptado el formulario en papel Estatal de Solicitud Común (Formulario **LDSS-2921-SP**) para proteger la fecha de entrega de su solicitud. El día en que usted entrega (presenta) su solicitud se considera el día 1 de su período de solicitud.

Al regresar al Centro de Trabajo, favor de *traer* este formulario con usted y presentarlo a la Recepción. Favor de informar a la Recepción que usted ya ha presentado solicitud y necesita llevar a cabo una entrevista inicial de elegibilidad. Para que esta agencia pueda tramitar su solicitud de Asistencia en Efectivo, su entrevista ha sido programado según se indica a continuación:

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

#### Elegibilidad de Asistencia en Efectivo

Al usted presentar solicitud de Asistencia en Efectivo, debe llevar a cabo un entrevista inicial de elegibilidad dentro de siete (7) días laborables de la fecha en que usted presentó su solicitud. El no llevar a cabo la entrevista inicial, sin motivo justificado, dentro de siete (7) días laborables puede resultar en el RECHAZO de su solicitud de Asistencia en Efectivo.

#### Elegibilidad de Cupones para Alimentos

El no llevar a cabo la entrevista inicial, sin motivo justificado, dentro de treinta (30) días civiles de la fecha en que usted presentó su solicitud puede resultar en el RECHAZO de su solicitud de Cupones para Alimentos.

Si usted necesita reprogramar su cita, favor de comunicarse con el Centro de Trabajo al número de teléfono indicado arriba.