



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #11-24-EMP

RAPID EMPLOYMENT SHELTER DIVERSION PILOT

Date: July 8, 2011	Subtopic(s): Employment Programs
AUDIENCE	The instructions in this policy directive are for East River (37) and Veteran’s (62) Job Center staff, and are informational for all others.
POLICY	As a condition of eligibility for Cash Assistance (CA), all applicants and participants who are non-exempt from work activities must be engaged in a continuous search for unsubsidized employment that will reduce or eliminate their need for CA.
BACKGROUND	<p>In an effort to promote economic self-sufficiency, the Human Resources Administration (HRA) and the Department of Homeless Services (DHS) have collaborated to develop the Rapid Employment Shelter Diversion Pilot. This pilot targets single adults from the Atlantic Men’s Shelter and the HELP Women’s Center in Brooklyn. The primary goal of the pilot is to assist shelter residents in obtaining unsubsidized employment which will allow them to be self-sufficient and obtain permanent housing outside of the shelter system.</p> <p>The pilot’s employment and follow-up services will be provided through America Works, an HRA contracted vendor. America Works will deploy staff to work onsite at the two shelters to provide information about their employment programs. DHS staff members will be responsible for conducting assessments that will be used to identify residents who are appropriate for employment. Shelter residents who are deemed “job ready” by a DHS worker will be given the Work First Referral Form (see Attachment A for the referral from the Atlantic Men’s Shelter and Attachment B for the referral from the HELP Women’s Center) for a referral to the Veteran’s Job Center.</p>

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

REQUIRED ACTION

When an applicant for CA enters the Veteran's Job Center with a Work First Referral Form, he/she will go through the regular CA application process including compliance with finger imaging, Bureau of Eligibility Verification (BEV) and Office of Child Support Enforcement (OCSE) requirements, where applicable.

Before initiating the employment plan (EP), the JOS/Worker must access the New York City Work Accountability and You (NYCWAY) system and enter action code **91AW** (America Works Pilot Participant). After entering action code **91AW** in NYCWAY, the JOS/Worker will initiate the EP and, if there are no barriers to employment, make an assignment to America Works for the next available 11:00 AM orientation.

JOS/Workers must not assign America Works program participants to any other employment activities during their first 21 days of enrollment. During this period, DHS and America Works will focus intensively on placing participants in unsubsidized employment. Participants who do not obtain employment within the first 21 days may be engaged in additional employment activities, such as a Work Experience Program (WEP) or a Parks Opportunity Program (POP) assignment after their CA case has been accepted.

Failure to Report/Cooperate with America Works

If an applicant fails to report/cooperate with America Works, the case will appear on the **ISAR** worklist for case rejection. The rejection action should be delayed until one calendar week following the date of infraction to allow DHS to perform outreach to the applicant. The WMS case reason rejection code is **E69** (Failed to Complete Public Assistance Eligibility Process). For CA applications that are in Single Issuance (**SI**) status, the WMS case reason closing code is also **E69** (Failed to Comply with Requirement to Look for Work).

If the applicant demonstrates good cause, the matter may be settled. A second code **91AW** will be posted and a second referral to America Works will be made. Applicants who fail to report/cooperate a second time cannot be referred back to America Works.

Failure to Comply with an Assignment to America Works

When a CA participant fails to comply with his/her America Works program assignment, the outstation JOS/Worker must determine the reason for non-compliance and inform the participant that failure to comply without good cause may result in an employment sanction.

If the participant still refuses to comply at the vendor, the outstation JOS/Worker should post code **436U** (Failure to Comply) in NYCWAY, which will lead to the conciliation process.

Note: Participants must be given two opportunities to comply before they can be sanctioned.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp Implications

There are no Food Stamp implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #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/Supervisor I at any time. If a participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the individual to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

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

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

If it is determined that the applicant/participant has not shown good cause for the infraction or that the Agency’s action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete an **M-186a**.

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

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

REFERENCES 18 NYCRR 352.35(c)(2)
 18 NYCRR 352.35(e)(1)
 18 NYCRR 495.5(a)
[96 ADM-20](#)

ATTACHMENTS **Attachment A** Work First Referral Form (Atlantic Men’s Shelter)
Attachment B Work First Referral Form (HELP Women’s Center)



Atlantic Men's Shelter
1322 Bedford Avenue
Brooklyn, NY 11216

WORK FIRST REFERRAL FORM

Date: ____/____/____

Client Last Name: _____ Client First Name: _____

HA Number: _____

Congratulations! You are eligible to participate in the America Works Rapid Employment Model at Assessment.

America Works is the top rated job placement and job retention company in New York City. Aside from sending you out directly on job interviews and linking you directly to employers throughout NYC, America Works also offers free Metro cards for the first three months on the job, and up to 3 bonus checks for remaining on the job.

In addition, America Works also has specialized resources available for noncustodial parents, ex-offenders, and Veterans to meet your individual needs.

To facilitate your enrollment, you must apply for Cash Assistance. We have established a date-- ____/____/____ --for you to go to the following location:

**Michael J. Handy Job Center #62
25 Chapel Street
Brooklyn, New York 11201
6th Floor**

Please note that you can also apply for Cash Assistance at this location prior to this appointment date in order to be linked sooner to America Works Rapid Employment Model.

Please remember to bring this form with you, along with proof of identity: photo ID, driver's license, passport, Naturalization Certificate, Hospital/Doctor's Records, birth certificate, etc.

Directions to Michael J. Handy Job Center #62: Subway- C Train to Jay St- Metrotech. Walk North on Jay St towards Johnson. Turn right on Chapel St. **Bus: B67** to Jay St and Chapel St. Walk East on Chapel St. or **B25** to Fulton and Jay St. Walk North on Jay St towards Willoughby St. Turn right on Chapel St.

Client Signature: _____ Date ____/____/____

Worker Signature: _____ Date: ____/____/____



HELP WOMEN’S CENTER

116 Williams Avenue
Brooklyn, NY 11207

WORK FIRST REFERRAL FORM

Date: ____/____/____

Client Last Name: _____ **Client First Name:** _____

HA Number: _____

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Client Signature: _____ Date ____/____/____

Worker Signature: _____ Date: ____/____/____