



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #20-64-ELI (This Policy Bulletin Revises PB #20-51-ELI)

REVISION OF CHANGES TO THE CASH ASSISTANCE (CA) APPLICATION AND RECERTIFICATION PROCESS IN THE PAPERLESS OFFICE SYSTEM (POS)/INTRODUCTION OF NEW VOICEMAIL SCRIPT

Date: October 15, 2020	Subtopic(s): COVID-19, CA and SNAP benefits
<p>Job Center Staff: Refer to PB #20-17-ELI and PB #20-48-ELI</p> <p>HASA Center Staff: Refer to HPI-2008-05-R and HPO-2003-02</p>	<p>Revision to Prior Policy Bulletin</p> <p>This policy bulletin is being revised to introduce a new voicemail script to be left after a failed second contact attempt.</p> <p>Purpose</p> <p>The purpose of this policy bulletin is to inform Job Center and HIV/AIDS Service Administration (HASA) Center staff of the changes to the Cash Assistance (CA) application and recertification process in the Paperless Office System (POS). This policy bulletin is informational for all other staff.</p> <p>The JOS/Worker is still required to make two call attempts to contact applicants/participants to conduct an application/recertification interview, prior to initiating a case rejection/closing. Previously, after an unsuccessful call attempt, CA application cases were moved by a supervisor to the queue for Missed Interviews for applications, and CA recertification cases were moved by a supervisor to the queue for Missed Interviews for recertifications (one for each center).</p> <p>Effective August 22, 2020, POS gave users the ability to indicate if a phone contact attempt was unsuccessful and record it.</p> <p>CA cases, <u>except HASA cases</u>, are moved automatically to the queues for Missed Interviews. <u>HASA cases</u> continue to be moved manually.</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

After the first unsuccessful call attempt, non-HASA CA cases will be moved automatically to:

- **APP INT-ATT** queue for applications, and
- **Recert INTATT** queue for recertifications.

After the second unsuccessful call attempt (cannot be done on the same day) non-HASA CA cases will be moved automatically to:

- **APP NONDEF** queue for applications, and
- **Missed Recert** queue for recertifications.

Refer to the **Attachment A** for the new POS screens used in the automated process for moving cases after a failed phone contact attempt.

New Information

If the second call attempt to contact an applicant/participant to conduct an application/recertification interview is not successful, staff must leave the applicant/participant the following voicemail message, using the interview rescheduling number:

“Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant/participant name]’s application [or recertification, based on interview type] and are calling to conduct your eligibility interview. This was our second attempt to contact you. If you would like to continue with your application [or recertification, based on interview type] please call us back at 212-835-7304 to let us know you want to have your interview. Thank you.”

Effective Immediately.

Related Items:

[PB #20-17-ELI](#)

[PB #20-48-ELI](#)

[HPI-2008-05-R](#)

[HPO-2003-02](#)

Attachment:

Attachment A New POS screens for the automated process to move cases after a failed phone contact attempt.

New POS screens for the automated process to move cases after a failed phone contact attempt

The applicant/participant's telephone number was added to the Interview Disposition screen to make it easier for the JOS/Worker to call applicants/participants to conduct their interviews. After the first call attempt the JOS/Worker should click on the Phone Attempt button on the screen:

The screenshot shows a web form with three main sections: Present Address, Mailing Address, and E-mail Address. At the bottom, there are three buttons: Next, Previous, and Phone Attempt. A mouse cursor is pointing at the Phone Attempt button.

Present Address
Is the applicant/participant undomiciled? Yes No
St No/Dir/Name: 601 [None] W 177TH ST Type Apt # City
State: NY Zip Code: 100337152
Primary Phone: 347-932-9468 Ext: Home Alternate Phone: 789-564-5645 Ext: Cell
Number for Text Messaging: 789-564-5645
Would the client like to receive TEXT MESSAGES, at the number for text messaging provided above? Text message and data rates may apply. Yes No

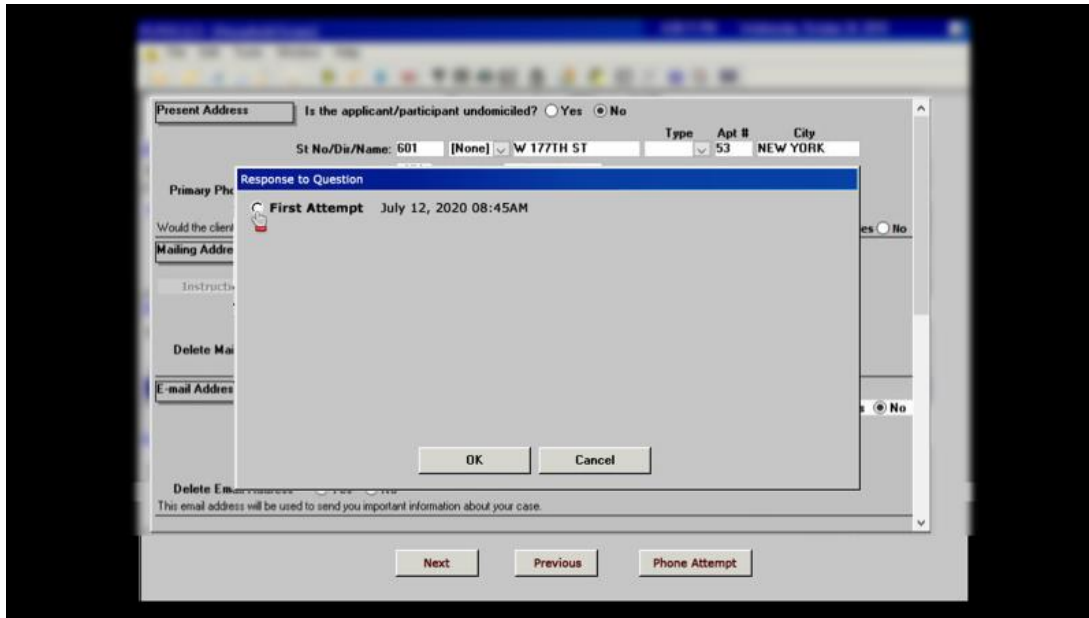
Mailing Address
Care of Name: SAM
Instructions St No/Dir/Name: 564 [None] JERRY ST Type Apt # City
State: NY Zip Code: 112010000
Delete Mailing Address Yes No

E-mail Address
E-mail: jana@gmail.com Verified: Yes No
Resend Verification:
Delete Email Address Yes No
This email address will be used to send you important information about your case.

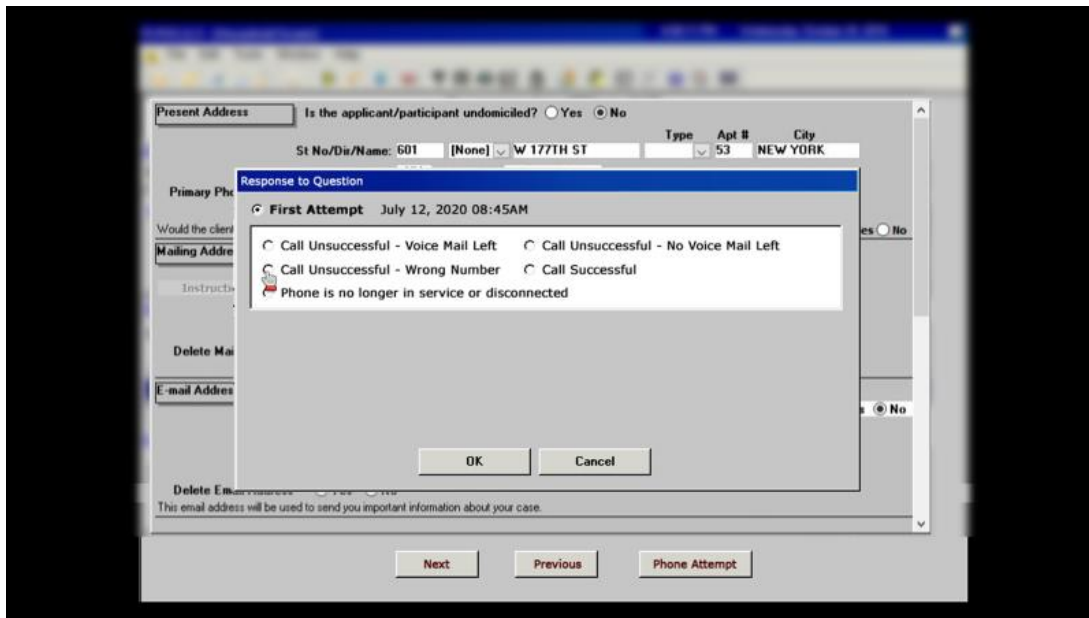
Next Previous Phone Attempt

The following screen will appear with the date and time the call attempt was made.

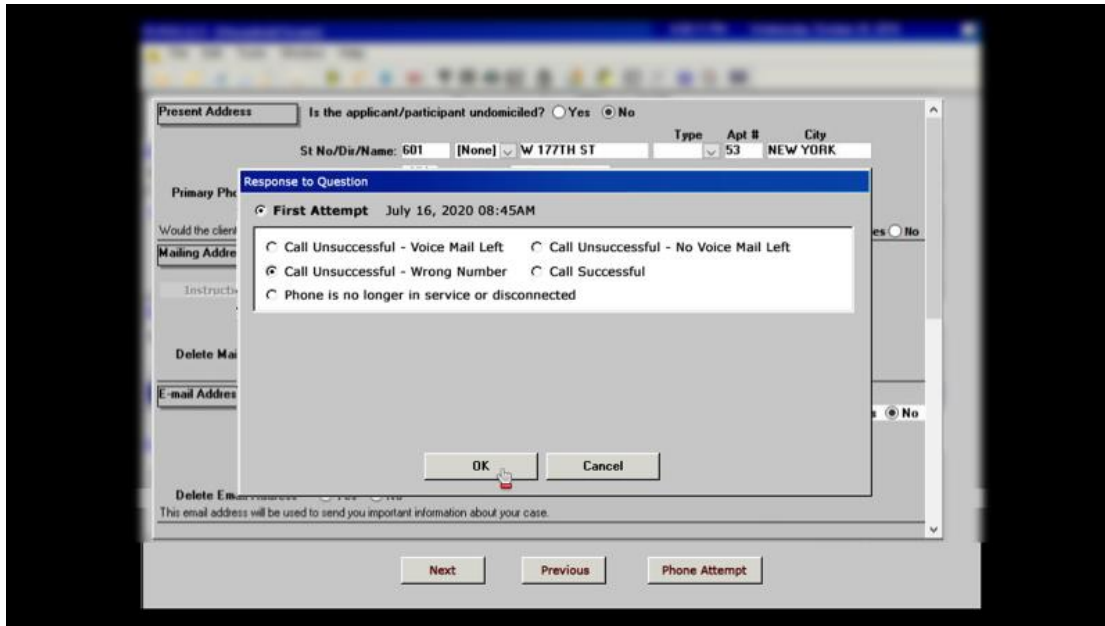
Attachment A



The JOS/Worker should click on a check box, and the following pick list will come up:



The JOS/Worker should indicate if the call attempt was successful or not, and then click OK button.



The JOS/Worker suspends the CA Interview activity after an unsuccessful call attempt. The unsuccessful call attempt will trigger POS to move the case to the “Failed attempt” queue:

- **APP INT-ATT** queue for applications, and
- **Recert INTATT** queue for recertifications.

Note: HASA cases still will be moved manually by supervisor.

The JOS/Worker is required to make the second call attempt, but not on the same day. After the second call attempt was made, the JOS/Worker should click on the Phone Attempt button on the screen below:

Attachment A

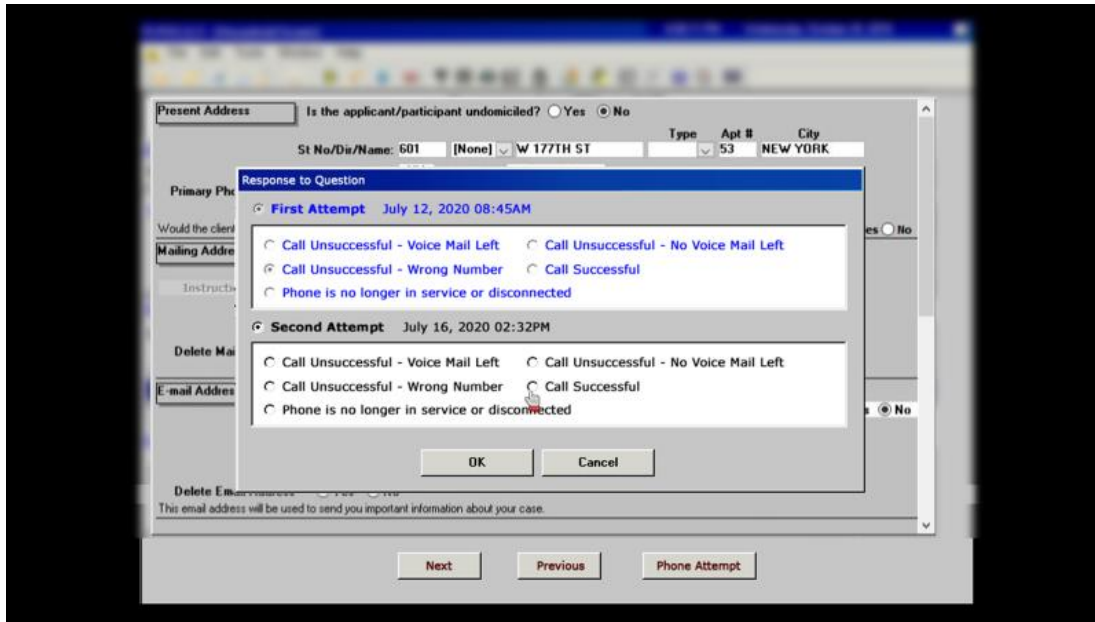
The screenshot shows a web form with several sections: **Present Address** (with fields for St No/Dir/Name, State, Zip Code, Type, Apt #, City, Primary Phone, and Alternate Phone), **Mailing Address** (with fields for Care of Name, St No/Dir/Name, State, Zip Code, Type, Apt #, City), and **E-mail Address** (with an E-mail field and a Verified checkbox). At the bottom, there are buttons for 'Next', 'Previous', and 'Phone Attempt'.

The following screen will come up, showing when the first attempt was done. The screen will also record the date and time for the second call attempt:

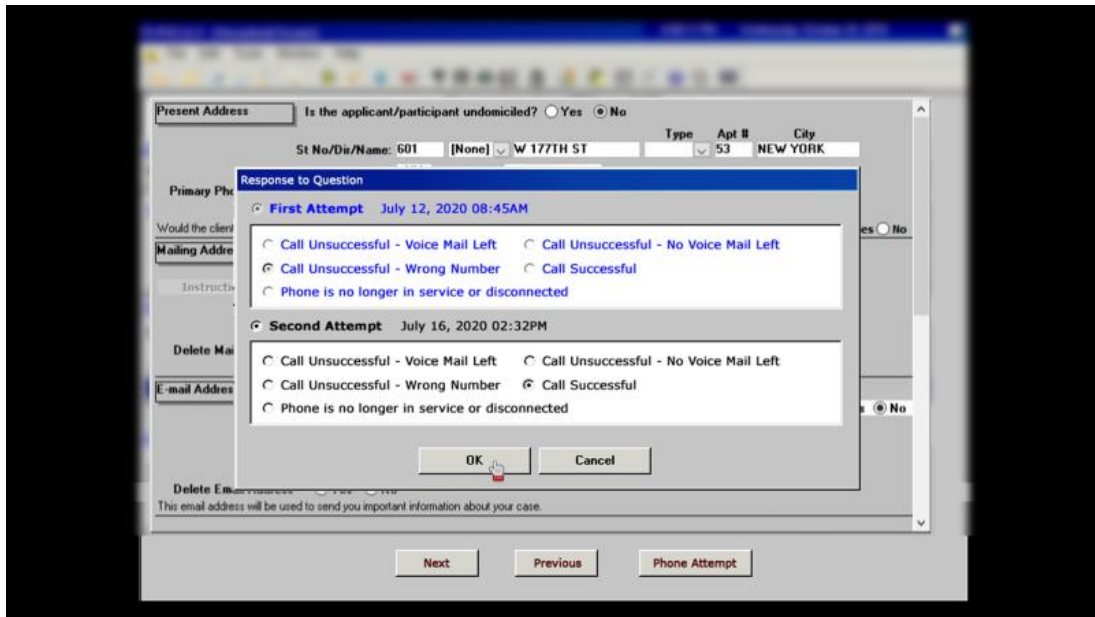
This screenshot shows the same web form as above, but with a 'Response to Question' dialog box open. The dialog box contains a list of radio button options: 'First Attempt July 12, 2020 08:45AM' (selected), 'Call Unsuccessful - Voice Mail Left', 'Call Unsuccessful - No Voice Mail Left', 'Call Unsuccessful - Wrong Number', 'Call Successful', and 'Phone is no longer in service or disconnected'. Below the list is a 'Second Attempt July 16, 2020 02:32PM' entry. The dialog box has 'OK' and 'Cancel' buttons at the bottom.

After clicking on the OK button, the pick list will come up:

Attachment A



The JOS/Worker should indicate if the call attempt was successful or not, and then click on the OK button:



The second failed call attempt will trigger POS to move the case to the non-deferred queue for processing:

- **APP NONDEF** queue for applications, and
- **Missed Recert** queue for recertifications.

Note: HASA cases still will be moved manually by supervisor.