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 | ADMINISTRATIVE DIRECTIVE |
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TRANSMITTAL: 90 ADM-41

TO: Commissioners of
 Social Services

DIVISION: Income
 Maintenance

DATE: November 2, 1990

SUBJECT: New Client Informational Books:
 DSS-4148A - "What You Should Know About Your Rights
 and Responsibilities (When Applying for
 or Receiving Social Services)" and
 DSS-4148B - "What You Should Know About Social Services
 Programs"

SUGGESTED
 DISTRIBUTION:

Income Maintenance Directors
 Food Stamp Directors
 Medical Assistance Directors
 Family and Children Services Directors
 Adult Services Directors
 Corrective Action Coordinators
 Employment Coordinators
 Staff Development Coordinators

CONTACT
 PERSON:

Bob Gullie, IM/WMS Program Operations at
 1-800-342-3715, extension 4-6501

ATTACHMENTS:

Attachment I - Filing References (Available On-Line).
 Attachment II - DSS-4148A - "What You Should Know
 About Your Rights and Responsibilities
 (When applying for or Receiving Social
 Services)" (Not Available On-Line).
 Attachment III - DSS-4148B - "What You Should Know
 About Social Services (Not Available
 On-Line).

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
See Attachment I		See Attach- ment I	See Attach- ment I	See Attach- ment I	See Attach- ment I

I. PURPOSE

To advise local districts of the requirement to provide a copy of these client informational books, introduced in 90 LCM-93 (6/28/90), to all applicants/recipients of PA, MA, FS or Services and provide local districts with further background and clarification about their content and use.

II. BACKGROUND

These client informational books are the products of a joint State/local district Applications Redesign Workgroup. Representatives from State DSS and selected local districts met for the purpose of updating and revising the primary client-completed and worker-completed eligibility documents associated with the application and recertification processes. While revisions to the applications required by the Immigration Reform and Control Act and the Hunger Prevention Act of 1988 were the main charge of the redesign workgroup, in the course of examining the application packages used by the Workgroup agencies, all were struck by the proliferation of "single sheet notices" which districts were required to distribute to each applicant/recipient. Many of these "single sheet notices" had been transmitted to local districts through Administrative Directives with the instructions to "locally reproduce and distribute" them to all clients.

The Workgroup felt that a logical extension of its work would be to identify and collect all of the State-mandated "general notice" type of information that was required to be given out in local districts' application/ recertification packages and to incorporate as much of this information as possible into State-mandated, State-printed books. These books would provide an excellent vehicle to transmit further information required by the Hunger Prevention Act which did not fit into the format of the applications or their "How to Complete" publications.

After the full workgroup adjourned, a sub-committee of Department staff was formed to finalize the books. Upon examining the mandated pieces of information, it was decided that most of the material could be divided into two books, one dealing with clients' rights and responsibilities and one describing the major social services programs in New York State. Because of printing contract constraints, these books could be a maximum of four leaves each, printed on both sides. Therefore, it was determined that the initial versions of the books would focus on information which districts are mandated to provide to applicants/recipients.

III. PROGRAM IMPLICATIONS

These books will assist local districts in providing applicants/recipients with much of the information to which they are entitled. The work involved for local districts in meeting mandates and in assembling application/recertification packages should be diminished.

IV. REQUIRED ACTION

Local districts will be required to distribute these books at the same time as they distribute the DSS-2921: "Application for PA, MA, FS, Services" (Upstate version), DSS-2921(NYC): "Application for PA, MA, FS, Services" (NYC version) and DSS-3174: "Recertification for PA, MA, FS" (statewide) and their accompanying "How to Complete" publications, PUB-1301, PUB-1301 (NYC) and PUB-1313, respectively.

Distribution of these books will eliminate the need to provide the following documents at application and/or recertification:

- o DSS-2608 - "Client Reminder to Report Change", introduced in 76 ADM-9;
- o DSS-3631 - "Personal Privacy Protection Law Notification to Clients", introduced in 85 ADM-8 and updated in 86 INF-35;
- o DSS-3814 - "Public Assistance Additional Allowances", introduced in 87 ADM-18 and updated in 89 ADM-6;
- o DSS-3908 - "Important Notice Regarding Child Support", introduced in 89 ADM-31;
- o "Notice of Right of Public Assistance Applicant or Recipient to Request Restricted Payments" - introduced in 86 ADM-13 to be reproduced or reprinted locally;
- o "Voluntary Restricted Payment Form" - introduced in 86 ADM-13;
- o "Notice Regarding Lump Sum Payments" - introduced in 86 ADM-30 to be reproduced or reprinted locally;
- o Food Stamp pamphlet(s) (which had been required to be provided to all applicants for Public Assistance).

There are, however, instances when some of these forms are still used other than at application/recertification:

- o The DSS-3814: "Public Assistance Additional Allowance" flyer must be displayed in the client waiting areas and be available to local community groups upon request.
- o "Voluntary Restricted Payment Form" mandated by 86 ADM-13, is not included in DSS-4148A or DSS-4148B. It is referenced in DSS-4148A. Although it is no longer mandated to be distributed to all applicants and to recipients at recertification, the form must be readily available to applicants and/or recipients who request it.

- o "Notice Regarding Lump Sum Payments" must be given out when a local district learns that a recipient is expecting a lump sum payment and when a closing notice is sent to a recipient whose benefits are to be terminated due to receipt of a lump sum.
- o The DSS-3908: "Important Notice Regarding Child Support". When the local district Child Support Enforcement Unit or Support Collection Unit notifies custodial parent(s) of subsequent hearings regarding paternity adjudication or support obligations, a copy of the DSS-3908 should accompany this notification.

The following forms are made obsolete, since they were only used at application/recertification:

- o DSS-2608 - "Client Reminder to Report Change";
- o DSS-3631 - "Personal Privacy Protection Law Notification to Clients"
- o "Notice of Right of Public Assistance Applicant or Recipient to Request Restricted Payments".

The distribution of these books at application and/or recertification will also:

- o Eliminate the use of form DSS-2642: "Documentation Requirements" as the means of fulfilling the Federal Food Stamp mandate that applicants/recipients be provided general information on verification requirements (GIS 89-IM/DC017). Local districts may continue and are encouraged to use DSS-2642 to inform applicants/recipients of the specific eligibility factors which need to be verified, to provide a list of documents which are acceptable verification of these factors and to indicate on the form the date by which any outstanding documents must be received.
- o Satisfy the requirements contained in 90 LCM-45 concerning written notification to applicants/recipients of the availability of Transitional Child Care Services.

V. SYSTEMS IMPLICATIONS

None.

VI. ADDITIONAL INFORMATION

- o On 6/28/90 Local Commissioners Memorandum 90 LCM-93 was issued introducing these books to local districts.

- o We recognize that the print size and format needed to include as much information as possible in the first printing was not ideal. It is anticipated, however, that subsequent revisions, will feature better formats, larger print size and additional mandated material.
- o If an agency requires applicants/recipients to sign a form acknowledging receipt of these books, this form should be developed according to local district procedures. The form does not have to be submitted to the Department for approval.
- o It is also suggested that these books be distributed to newly hired employees to be used as a desk reference.
- o As with the introduction of any new form or book, we are asking local districts to forward any comments or suggestions from staff and/or applicants/recipients. This information will be considered in preparing for the next revision.

These books were distributed to the local districts and HRA in the first two weeks of June. Districts automatically received supplies of the DSS-4148A and DSS-4148B based on previous ordering and usage practices for the DSS-2921 or DSS-2921(NYC) and the DSS-3174. Spanish versions of these books will be available beginning with the 9/90 versions.

Future requests for the DSS-4148A and DSS-4148B should be submitted on Form WMS-47: (Rev. 9/89): "WMS Order Form" and should be sent to:

New York State Department of Social Services
Welfare Management System
P.O. Box 1990
Albany, New York 12201
Attention: Office of Systems Development

Questions concerning ordering the books should be directed to the Office of Systems Development (OSD) by calling 1-800-342-3715, extension 6-6223.

VII. EFFECTIVE DATE

This directive is effective November 1, 1990.

Oscar R. Best, Jr.
Deputy Commissioner
Division of Income Maintenance

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
89 ADM-31		387.2	CFR 273.2	PASB	90 LCM-93
89 ADM-24			(b) & (c)	II-All	90 LCM-45
89 ADM-6				III-All	90 LCM-30
87 ADM-18				IV-B,	GIS 89-
86 ADM-30				V-A, B	IM/DC017
86 ADM-13				V-E-All	
86 ADM-7				VII-All	
85 ADM-45				VIII-R-All	
85 ADM-8				IX-I-All	
76 ADM-9				XI-B-All	
90 INF-3				XIII-D-	
89 INF-55				5-All	
89 INF-21				XIV-D-All	
89 INF-16				XV-All	
88 INF-83				XVI-O-All	
88 INF-70				XVII-B-2.1	
88 INF-39				XVII-C-1	
88 INF-9				XVII-D-1	
87 INF-37				XXIII-K-1	
87 INF-30				XXIV-A thru	
86 INF-46				D-All	
86 INF-35				XXIV-F-1.1	
				XXIV-G &	
				H-All	
				XXIV-M-All	
				FSSB	
				III-D-All	
				IV-B thru	
				E-All	
				IV-G &	
				I All	
				V-B-1.1	
				V-E-1.1	
				V-G-All	
				VI-A-All	
				VI-B-1.1	
				VIII-A thru	
				D-All	
				VIII-G-All	
				IX-B-All	
				IX-I-All	
				XI-E-All	
				XII-G-7	
				XIII-All	
				XV-G-1.1	
				EM	
				C-7	

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Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
				<u>MARG</u> pp.5, 15-20 108.1, 204-215, 297, 311 340-346.1, 351, 368-391, Appendix II <u>MA</u> <u>Disability</u> <u>Manual</u>	