



# Office of Temporary and Disability Assistance

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Governor

SAMUEL D. ROBERTS  
Commissioner

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Executive Deputy Commissioner

## Administrative Directive

### Section 1

<b>Transmittal:</b>	17-ADM-10
<b>To:</b>	Social Services District Commissioners
<b>Issuing Division/Office:</b>	Integrated Family Assistance Programs / Employment and Income Support Programs
<b>Date:</b>	December 13, 2017
<b>Subject:</b>	Online Distribution of Client Information Books LDSS-4148A, LDSS-4148B & LDSS-4148C
<b>Suggested Distribution:</b>	Temporary Assistance Directors Employment Coordinators Supplemental Nutrition Assistance Program Directors Staff Development Coordinators
<b>Contact Person(s):</b>	OTDA Temporary Assistance Bureau (518) 474-9344
<b>Attachments:</b>	<a href="#">Attachment 1 - LDSS-5084: Accessing Applicant/Recipient Informational Books</a>
<b>Attachment Available Online:</b>	<input checked="" type="checkbox"/>

### Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
07 INF-06 01 INF-16 93 INF-26 91 INF-60 90 ADM-41 06-ADM-05 16 LCM-09 16-ADM-08		18 NYCRR 351.1(b)(1) 355.1(a) 355.2(a) &(c) 387.2(h) 403.2(a)		TASB Chapter 4 (B)(1)(d) TASB Chapter 18 (V)(12)(a)	LDSS- 4148A, 4148B & 4148C  GIS 11 MA/026

### Section 2

#### I. Summary

This Administrative Directive (ADM) informs social services districts (districts) of the option to use an online distribution method for the client information books, [LDSS-4148A](#) "Book 1: What You Should Know About Your Rights and Responsibilities," [LDSS-4148B](#) "Book 2: What You

Should Know About Social Services Programs”, and [LDSS-4148C](#) “Book 3: What You Should Know if You Have an Emergency,” hereafter referred to collectively as “the Books.”

This online distribution option is available to all individuals requesting an application for Public Assistance (PA) only, for the Supplemental Nutrition Assistance Program (SNAP) only, for both PA and SNAP, for Child Care in Lieu of Public Assistance, for Medicaid and SNAP, for Medicaid and Public Assistance, and Services including Foster Care, Child Care Assistance, and for Emergency Assistance only, using the [LDSS-2921](#): “New York State Application for Certain Benefits and Services,” or [LDSS-3174](#): “New York State Recertification Form for Certain Benefits and Services.” This option also is available to individuals requesting either of these application forms for the purpose of filing a Non-Public Assistance (NPA) SNAP recertification application.

When providing the LDSS-2921 or LDSS-3174 to applicants, districts still must provide printed copies of [PUB-1301](#), “Instructions for Completing the New York State Application for Certain Benefits and Services” or [PUB-1313](#), “Instructions for Completing the New York State Recertification Form for Certain Benefits and Services,” respectively.

Households applying or recertifying for NPA SNAP, using the [LDSS-4826](#): “Supplemental Nutrition Assistance Program (SNAP) Application/Recertification” form are required to receive the [LDSS-4826A](#): “How to Complete the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification and Applicant/Recipient Rights and Responsibilities for SNAP.” Districts are not required to provide the Books to households applying with the LDSS-4826 or households that apply for SNAP online through: [www.myBenefits.ny.gov](http://www.myBenefits.ny.gov) except upon client request.

## **II. Background**

Under 18 NYCRR §§ 351.1(b)(1), 355.1(a), 355.2(c), 387.2(h) and 403.2(a), districts are required to provide appropriate information to all applicants and recipients of PA and SNAP. The Books were first published and mandated in 1990. They were designed to collect all of the information that districts were required to provide applicants and recipients into printed books. Districts have been required to provide printed copies of the Books at the same time they provide the LDSS-2921 or LDSS-3174 and the accompanying [PUB-1301](#) and [PUB-1313](#), respectively.

The Office of Temporary and Disability Assistance (OTDA) supported a demonstration project to determine if the requirements for providing the Books to individuals requesting an application by telephone could be met by directing clients to access the Books online via OTDA’s website.

The demonstration project found that applicants and recipients were agreeable to and comfortable with accessing the Books online. Individuals who wanted printed Books picked them up when visiting district offices or requested they be sent by mail.

## **III. Program Implications**

Districts may now provide applicants and recipients, community agency staff, and other individuals seeking program information with the Books by providing the option to access the Books online at the OTDA website at: <http://otda.ny.gov/> under “Forms”. Use of the online delivery method for the Books is not mandatory. Therefore, there are no program implications for districts that choose not to use the online delivery method.

For districts that use the [LDSS-4826](#) and [LDSS-4826A](#) for all NPA SNAP applications, there are no program implications pertaining to requests for NPA SNAP applications.

Districts that choose to use online access as an alternate delivery method of distributing the Books for applicants and recipients using the [LDSS-2921](#) or [LDSS-3174](#) must comply with all of the following guidelines:

1. Districts must provide [LDSS-5084](#): “How to Access Required Applicant/Recipient Information” to all applicants and recipients who apply/recertify using the LDSS-2921 or LDSS-3174.
2. Districts must offer applicants and recipients paper copies of the Books and make the Books readily available in print at all district offices by having them openly displayed and available for pick up in the waiting areas at all times. Also, upon request, they must mail them to any requesting community agency or individual.
3. Districts must have specific procedures in place to ensure that applicants and recipients are given the option of receiving the Books online or in print.
4. Districts must continue to follow the policy in [16-ADM-08](#) for blind or seriously visually impaired applicants or recipients requesting alternative formats (large print, audio or data CD, or Braille) of the Books. Persons with disabilities requiring these alternative formats, may continue to access them on the OTDA website, or contact their local district office to request their preferred alternative format or other accommodation. Form LDSS-5084 is also available in alternative formats (large print, audio or data CD, or Braille) and may be downloaded from the OTDA website or ordered as necessary.
5. Districts must provide the Books and the [LDSS-5084](#) in print upon request in: Arabic, Chinese, Haitian-Creole, Italian, Korean, Russian, or Spanish.

#### **IV. Systems Implications**

None

#### **V. Additional Information (Optional)**

- The English version of the [LDSS-5084](#): “*How to Access Required Applicant/Recipient Information*” is a Camera Ready Only form.
- The above referenced document has been posted on the OTDA Intranet website at: [http://otda.state.ny.net/ldss\\_eforms/default.htm](http://otda.state.ny.net/ldss_eforms/default.htm) and is available for downloading by local districts for reproduction locally.
- Any future requests for master camera ready copies of the English version should be submitted to OTDA using either the OTDA 876EL (DOC) or OTDA 876 EL (PDF) available at the link above and either mail, fax or e-mail it to:

Office of Temporary and Disability Assistance  
BMS Document Services and Operational Support  
PO Box 1990  
Albany, NY 12201

E-mail: [forms.orders@otda.ny.gov](mailto:forms.orders@otda.ny.gov)  
Districts online forms ordering system: <http://formorders/>  
Fax: (518) 402-0084

- Questions concerning ordering forms should be directed to BMS Document Services at: (518) 474-9522.
- Any requests for a Local Equivalent of this form should be submitted to the mailing address above for review and approval.

**VI. Effective Date**

Immediately

**Issued By**

**Name:** Nancy P. Maney  
**Title:** Deputy Commissioner  
**Division/Office:** Integrated Family Assistance Programs