
DATE: July 1, 2016

TO: Subscribers

SUGGESTED DISTRIBUTION: Local District Commissioners; TA Directors; SNAP Directors

FROM: Phyllis D. Morris, Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: Client Notices System (CNS) Z95 (Continuing your SNAP: Phone Recertification) language changes due to notice pagination changes

EFFECTIVE DATE: Immediately

CONTACT PERSON: OTDA Supplemental Nutrition Assistance Program Bureau
at (518) 473-1469

Background:

As a result of revisions to the Z95 (Continuing Your SNAP: Phone Recertification) “Notice of Expiration/Recertification for Supplemental Nutrition Assistance” (NOE), the pagination of the English/Spanish versions of the notice changed.

However, the instructional language to the client stating which pages of the recertification to complete and return to the agency, was not updated to reflect the changes in the pagination. English notices informed the reader to complete pages (9-14) of the notice (the recertification application) while the required signature page of the application in the revised notice is now on page 15. The Spanish notice contains a similar issue, with a few additional changes required to clarify the page number references in the instructional language at the beginning of the notice. As a result of the incorrect instructions regarding what pages to return to, the local social services district (SSDs) may have received recertification applications from some recipients that were missing the signature page.

Program Implications:

Negative action cannot be taken on cases in which the client has followed the instruction of the current Z95 language (NOE) and subsequently failed to sign and/or return the last page of the application. When a recertification application is received without the signature page, based on the direction in the Z95 language (NOE), social services district staff must work with the client to obtain the signed page that is required to complete the application process. It is recommended that SSD staff conduct interviews for applications submitted without the signature page and process the application but refrain from completing the authorization of the case until the signed signature page is obtained from the recertifying recipient.

System Implications:

The instructional language of the Z95 reason code is being revised to include the correct references to the page numbers necessary for completion and returning to the agency.