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 | INFORMATIONAL LETTER |
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TRANSMITTAL: 90 INF-17

TO: Commissioners of
 Social Services

DIVISION: Income
 Maintenance

DATE: April 13, 1990

SUBJECT: Revision of Recertification Guide (DSS-3608)

SUGGESTED

DISTRIBUTION: Income Maintenance Directors
 Food Stamp Directors
 Medical Assistance Directors
 WMS Coordinators
 Staff Development Coordinators

CONTACT PERSON: Maria Eckhardt
 1-800-342-3715, extension 3-6165.

ATTACHMENTS: Attachment I - DSS-3608 (Rev. 6/89):
 "Recertification Guide" (not available
 on-line).

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
89 INF-53				PASB	
88 INF-52				III-H	
85 ADM-38				V-C-1	
				FSSB	
				IV-E	
				V-E	

The purpose of this release is to notify local districts that the mandated DSS-3608: "Recertification Guide" has been reformatted and revised and will be available for use by Upstate local districts in May. New York City's HRA will have a supply sent directly from the printer to its warehouse in Brooklyn in May.

The Recertification Guide was first developed by an Eligibility Document Redesign Workgroup of State and local district staff which met from 1983 through 1985. The eligibility documents produced by this Workgroup segregated the Welfare Management System (WMS) processes from those associated with the certification interview and with the determination and documentation of eligibility. Initially, the document now known as the "Certification Guide" (DSS-3570) was designed to be used during both the initial eligibility and the recertification interviews. During extensive piloting of the Guide, however, it was determined that it was too lengthy, too detailed and too structured to be used effectively by many local districts at a recertification interview. The Recertification Guide was then developed for Statewide implementation with a format that was briefer, more "open-ended" and with more blank space. The Recertification Guide was mandated in August 1985 by 85 ADM-38: "Implementation in Local Social Services Districts of New and Revised Eligibility Documents for Public Assistance, Medical Assistance and Food Stamps".

In the Spring of 1989, another workgroup of State and local district staff met to revise the applications, Recertification Application, Certification Guide and Recertification Guide. In the course of workgroup discussions it became apparent that extended eligibility worker experience with the Guide, coupled with a renewed emphasis on corrective action concerns, made a more specific, structured and comprehensive Recertification Guide desirable. Therefore, the overall structure of the Recertification Guide was changed dramatically. The eligibility factors were reordered to follow the order used in the revised (6/89) Application and Certification Guide.

Also, using a prototype of a "face-to-face" recertification sheet designed by the NYC Human Resources Administration Department of Income Maintenance, the workgroup developed a new format which features a three-way comparison among the case record, the "Recertification Application" (DSS-3174) and the interview findings. The areas most likely to change or cause quality control errors from certification to recertification are first listed in the "Case Record Review" section and are then repeated in the "Interview Findings" section. In this way, changes are noted or information is reverified for each eligibility factor. A reminder to verify/document all necessary items is given when appropriate. The last section, "Results of Interview", summarizes all changes in the "high risk" elements and indicates any appropriate follow-up action which must be taken by the worker.

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Districts will automatically receive supplies of the Recertification Guide based on previous ordering practices. The existing (4/88) versions of the Recertification Guide are made obsolete by the new (6/89) versions, and all existing copies of the 4/88 versions should be destroyed upon receipt of the 6/89 versions.

Future requests for the DSS-3608 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 forms should be directed to the Office of Systems Development (OSD) by calling 1-800-342-3715, extension 6-6223.

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