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 | INFORMATIONAL LETTER |
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TRANSMITTAL: 91 INF-60

TO: Commissioners of
 Social Services

DIVISION: Income
 Maintenance

DATE: November 6, 1991

SUBJECT: Revision of Client Information Books:
 DSS-4148A - "What You Should Know About Your Rights
 and Responsibilities (When Applying for
 or Receiving Social Services)"
 DSS-4148B - "What You Should Know About Social
 Services Programs"
 DSS-4148C - "What You Should Know If You Have An
 Emergency"

SUGGESTED

DISTRIBUTION: Income Maintenance Directors
 Food Stamp Directors
 Medical Assistance Directors
 Family and Children Services Directors
 Adult Services Directors
 Child Support Enforcement Coordinators
 Corrective Action Coordinators
 Employment Coordinators
 Staff Development Coordinators
 Forms Coordinators

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

ATTACHMENTS: Attachment I - Listing of Attachments - available
 on-line

FILING REFERENCES

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

I. PURPOSE

The purpose of this release is to inform local districts that the client information books, DSS-4148A and DSS-4148B, have been revised, reorganized and restructured and that an additional client information book, DSS-4148C: "What You Should Know If You Have An Emergency", has been created from material previously contained in DSS-4148B.

These three books will be available for use in November 1991.

II. BACKGROUND

A. INITIAL VERSIONS

The client information books were first published and mandated in 1990. The goal of these initial versions was to collect all of the "general notice" type of information which local districts were required to provide to applicants and recipients into State printed books. Because of time constraints for the initial printing, much of the material was taken directly from ADMs or court case settlements and was difficult to read. In addition, because of print contract limitations at that time, the material for the two books had to be contained within a certain number of pages for each book and, consequently, the print was small and the format was dense.

The first revision to the books, issued in December 1990, was also printed under time constraints and print contract limitations and was geared only toward adding JOBS Program information required by the Family Support Act of 1988.

B. CLIENT INFORMATION BOOKS REDESIGN WORKGROUP: 9/90 VERSIONS

With these space and language problems in mind, and with an expanded printing contract in place, a Workgroup composed of Department staff, representatives from client advocate groups and local district representatives was formed and met for three two-day sessions in February and March of this year to:

1. Clarify the language in the books, rewording them into "plain English".
2. Reformat the books, adding a "cover", more pages and "white space" and increasing the print type size.
3. Update the books to reflect changes in program policy and to add further mandated and general descriptive material.

At the conclusion of the Workgroup, a draft of the books was prepared and forwarded to the different Department divisions for the final review before printing. Upon sign-off, the books were sent to be type-set.

As type-setting progressed on the DSS-4148B "Programs" book, it became obvious that all of the material which the Workgroup wanted to include in this book would not fit within the ten-sheet limit which the print contract allowed. A decision needed to be made either to eliminate some of the material or to degrade the format by using smaller type and less "white" space.

At the same time that this was being considered by the Client Information Books Redesign Workgroup, a group of client advocates was meeting with Department staff to discuss emergency assistance issues. One of the recommendations put forth by this group was that a separate book on emergency assistance should be developed and be made available to applicants and recipients.

A decision was made, therefore, to solve the "Programs" book space problem and to meet the recommendation for an "Emergencies" book by taking the "Programs" book section on emergency assistance information and print it as a separate, small (4-sheet) Emergencies book, "What You Should Know If You Have An Emergency" (DSS-4148C).

The creation of a third book was advantageous because it allowed us to:

1. Retain all of the material developed by the Workgroup.
2. Retain the larger print size and more spacious format developed and originally approved by the books Workgroup for both Books 2 & 3.
3. Satisfy the recommendation from client advocates for a separate easy-to-understand "Emergencies" book.

III. 9/90 VERSIONS: MAJOR CHANGES

The following are the major changes to the 9/90 version of Client Information Books 1 and 2 which were incorporated into the 7/91 revisions.

- A. DSS-4148A (Book 1) "What You Should Know About Your Rights and Responsibilities"
 1. This book was expanded to 16 pages.
 2. The ink color was changed from purple to black.
 3. The cover was printed on blue paper.
 4. The "Rights" section was printed on ivory paper and the "Responsibilities" section was printed on blue paper.
 5. The information regarding ADC "Essential Person" policy, changed in 91 ADM-29, was updated and moved to the "Public Assistance", ADC section of the revised Book 2.

6. The "Employment Opportunities and Requirements" section information was divided into two new sections, "Employment Rights" and "Employment Responsibilities".
 7. The information contained in the "Public Assistance Requirements Regarding Child Support" section was expanded to include Medical Assistance information and was divided into two child support sections, "Child Support Rights" and "Child Support Responsibilities".
 8. The "Requirement to Report Lump Sum Payments" information was incorporated into the "Responsibilities to Report Changes" section.
 9. The "Public Assistance Monthly Reporting Requirements" section was eliminated since this information is now only pertinent to a limited number of PA applicants/recipients.
 10. The "Transitional Child Care Requirements" section information was incorporated into the new "Transitional Help" section of the revised Book 2.
 11. A new section entitled, "Responsibilities Regarding the Use of Medical Assistance Providers" was added.
- B. DSS-4148B (Book 2) "What You Should Know About Social Services Programs"
1. This book was expanded to 18 pages.
 2. Each "Program" section is now a self-contained informational piece printed on different colored paper.
 3. In the "Medical Assistance" section, the information mandated in 89 ADM-45 and updated in 90 ADM-29 concerning the effect of transfers of resources on Medical Assistance eligibility was revised and added.
 4. The "Emergencies" section was removed from this book. The same information previously contained in the "Emergencies" section is now in a new client information book, DSS-4148C (Book 3) "What You Should Know If You Have an Emergency".
 5. In the "Other Benefits" section, information on the following was added:
 - o Child Support Enforcement Program; and
 - o Earned Income Credit.
 6. The information contained in the "Employment Toward Self-Sufficiency" section was revised and retitled "Employment, Education and Training".

7. A new section "Transitional Help" was added to describe some of the programs to which recipients may be entitled if their public assistance case is closed because of income.

C. DSS-4148C (Book 3) "What You Should Know If You Have An Emergency"

This new client information book was developed using the same information that was previously contained in the "Emergencies" section of DSS-4148B.

IV. REQUIREMENTS SATISFIED

In addition to the requirements that were satisfied by previous versions of the client information books, outlined in 90 ADM-41, use of the 7/91 versions of these books at application and/or recertification will also:

- o Satisfy the requirements contained in 91 ADM-29 to provide applicants and recipients with information concerning Essential Persons.
- o Satisfy the requirement contained in 89 ADM-45 and updated in 90-ADM-29 to include the document "Effect of Transfers of Resources on Medical Assistance Eligibility" with all medical assistance applications. This document, however, should continue to be available for persons requesting a detailed explanation of the effects of transfers.
- o Eliminate the need to provide the JOBS orientation information attachments, "Employment Requirements" and "Becoming Self-Sufficient Through the JOBS Program" that were mandated in 90 ADM-27.

V. BOOKS DISTRIBUTION REQUIREMENTS

Local districts must continue to distribute DSS-4148A and DSS-4148B as outlined in 90 ADM-41 and Attachment III of this release. The new client information book, DSS-4148C, must be distributed in the same manner.

VI. BOOKS DELIVERY INFORMATION

The existing 9/90 versions of DSS-4148A and DSS-4148B are made obsolete by the 7/91 versions. All existing copies of the 9/90 versions of DSS-4148A and DSS-4148B should be destroyed upon receipt of the 7/91 versions.

The NYC/HRA Brooklyn Warehouse and Upstate districts will automatically receive supplies of the three 7/91 books in November based on previous ordering and usage practices.

Spanish versions of these books (DSS-4148A(S)), (DSS-4148B(S)) and (DSS-4148C(S)) will be available at the same time. Only NYC/HRA will automatically receive supplies of the Spanish versions. Other districts must order Spanish versions using the procedure described below.

Future requests for the DSS-4148A, DSS-4148B and DSS-4148C or Spanish versions DSS-4148A(S), DSS-4148B(S) and DSS-4148C(S) 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.

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

LISTING OF ATTACHMENTS

- Attachment II - Filing References - available on-line.
- Attachment III - Distribution Requirements - Client Information Books - Not Available On-Line.
- Attachment IV - DSS-4148A - "What You Should Know About Your Rights and Responsibilities (When Applying for or Receiving Social Services)" (Rev. 7/91) - Not Available On-Line.
- Attachment V - DSS-4148B - "What You Should Know About Social Services Programs" (Rev. 7/91) - Not Available On-Line.
- Attachment VI - DSS-4148C - "What You Should Know If You Have An Emergency" (7/91) - Not Available On-Line.

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
91 ADM-40	91 INF-35	387.2	CFR 273.2	PASB	90 LCM-45
91 ADM-29	90 INF-65		(b) & (c)	II-All	90 LCM-30
90 ADM-41				III-All	GIS 89-
90 ADM-27				IV-B,	IM/DC017
89 ADM-45				V-A, B	
89 ADM-6				V-E-All	
86 ADM-30				VII-All	
86 ADM-13				VIII-R-All	
86 ADM-7				IX-I-All	
85 ADM-45				XI-B-All	
85 ADM-8				XIII-D-	
76 ADM-9				5-All	
90 INF-65				XIV-D-All	
90 INF-3				XV-All	
89 INF-55				XVI-O-All	
89 INF-21				XVII-B-2.1	
89 INF-16				XVII-C-1	
88 INF-83				XVII-D-1	
88 INF-70				XXIII-K-1	
88 INF-39				XXIV-A thru	
88 INF-9				D-All	
87 INF-37				XXIV-F-1.1	
87 INF-30				XXIV-G &	
86 INF-35				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	
				IX-F-ALL	
				XI-E-All	
				XII-G-7	
				XIII-All	
				XV-G-1.1	
				EM	
				C-7	

FILING REFERENCES

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> <u>Policy</u> <u>Pages</u> 1, 2, 3, 4, 6, 10,	