



KATHY HOCHUL
Governor

BARBARA C. GUINN
Executive Deputy Commissioner

Local Commissioners Memorandum

Section 1

Table with 2 columns: Field (Transmittal, To, Issuing Division/Office, Date, Subject, Contact Person(s)) and Value (21-LCM-19, Social Services District Commissioners, Employment and Income Support Programs, November 5, 2021, Introduction of New Codes for Recertification Telephone Interviews, Temporary Assistance (TA) Questions - TA Bureau 518-474-9344 or otda.sm.cees.tabureau@otda.ny.gov, Supplemental Nutrition Assistance Program (SNAP) - Questions SNAP Bureau 518-473-1469 or otda.sm.cees.snap@otda.ny.gov)

Section 2

I. Purpose

The purpose of this Local Commissioners Memorandum (LCM) is to notify social services districts (districts) of the availability of three new WMS case reason codes to be used in conjunction with telephone interviews:

- ZA1 – TA/FS Recert – Phone Interview – Waiver
• MN3 – Failure to Recert – No Phone Interview – No Recert Form Received – Waiver
• MN4 – Failure to Recert – No Phone Interview – Recert Form Received – Waiver

II. Background

In response to the outbreak of COVID-19 and the declaration of a State disaster emergency (Executive Order 202, March 7, 2020), the Office of Temporary and Disability Assistance (OTDA) released a series of policy documents which advised districts of immediate measures that could be taken to simplify and streamline program administration and protect the health and safety of clients and staff. These measures included the ability for Temporary Assistance (TA) eligibility and recertification interviews to be conducted by phone.

Additionally, Title VI, Section 4603(a)(1)(B) of the Continuing Appropriations Act, 2021 and Other Extensions Act, the Continuing Resolution (CR) passed by Congress and signed into law by the President on October 1, 2020, reinstated the lapsed Supplemental Nutrition Assistance Program (SNAP) interview adjustment waivers originally authorized under the Families First Coronavirus Response Act.

III. Program Implications

In response to the current availability of telephone interviews, OTDA determined that changes are needed to the existing recertification codes to better support the use of telephone interviews.

Therefore, new recertification codes have been developed that will assist districts in providing notice to recipients who have been scheduled for telephone recertification interviews. These codes can be utilized for TA-only and TA/SNAP cases.

The new WMS code ZA1 will be used to notify households of a scheduled telephone recertification interview to determine continued receipt of TA and SNAP.

The new WMS code MN3 will be used to notify the household of a case closing in situations where they failed to complete the scheduled telephone recertification interview and failed to submit the recertification form required to determine continued receipt of TA and SNAP.

Per SNAP policy, the district is not required to send a separate notice to inform the household that their case is closing due to failure to submit the recertification form because the Notice of Expiration duly informs the household that they will not continue to receive SNAP benefits unless they reapply. Normally, the SNAP reason code 'Y10 – Failure to Recertify (No Notice Required)' would be used to close the SNAP case without producing a notice to the household. However, the 'Y10' reason code is systematically incompatible with the new WMS code MN3. Therefore, when a TA/SNAP case is being closed using the reason code 'MN3', the reason code 'J05 – Separate FS Notice Will Be Sent' should be used in lieu of 'Y10'. Please note that the 'J05' reason code will produce language that indicates that a separate notice has been or will be sent to the household regarding their SNAP benefits. This is considered appropriate since the new WMS code ZA1 is a Notice of Expiration that duly informs the household that their SNAP case will not continue beyond the end date of their certification period unless they reapply.

The new WMS Code MN4 will be used to notify the household of a case closing in situations where they returned their TA/SNAP recertification form but failed to complete the scheduled telephone recertification interview. When a TA/SNAP case is being closed using the reason 'MN4', the reason code 'N10 – Failure to Keep/Complete Appointment' should be used to inform the household of the closing and what they will need to do to continue receiving SNAP benefits.

IV. Notice Implications

Corresponding Client Notification Subsystem (CNS) notices are available for use with these new codes.

Issued By:

Name: Barbara C. Guinn

Title: Executive Deputy Commissioner

Division/Office: Office of Temporary and Disability Assistance