



Office of Temporary and Disability Assistance

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Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	20 TA/DC024 Statewide - Upstate and New York City
Date:	March 31, 2020
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, HEAP Coordinators
From:	Jeffrey Gaskell, Deputy Commissioner Employment and Income Support Programs
Subject:	Temporary Modification to the Case Supervisory Review Approval Process in Response to COVID-19
Effective Date:	Immediately
Contact Information:	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 Home Energy Assistance Program (HEAP) Questions – HEAP Bureau 518-473-0332 or NYSHEAP@otda.ny.gov
Attachments:	Attachment 1: Temporary Case Supervisory Review Plan Request Form

Section 2

The purpose of this GIS message is to provide guidance to social services districts (districts) regarding a temporary modification to the case supervisory review approval process requirements associated with the processing of Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP) and Home Energy Assistance Program (HEAP) cases.

In response to the COVID-19 outbreak and the declaration of a State disaster emergency (Executive Order 202, March 7, 2020), the Office of Temporary and Disability Assistance (OTDA) is advising districts of immediate measures that can be taken to simplify and streamline program administration for staff. Districts that have an approved Case Supervisory Review (CSR) plan on file with OTDA may implement an immediate modification to their CSR plan, temporarily reducing their percentage of cases reviewed to no less than ten percent. Additionally, districts are not required to submit a formal request to OTDA to implement a temporary modification to a ten percent or greater review and no formal change is required to the plan on file with OTDA. This provision expires on May 15, 2020, unless an extension is authorized in future guidance.

In order to expedite the processing of applications and benefits, OTDA is offering districts the option of obtaining a temporary CSR plan with an expedited approval process. Districts that do not have an OTDA approved CSR plan already in place may request to use a temporary plan.

18 NYCRR § 351.7 was amended on June 9, 1999 to allow districts the option of implementing a district specific supervisory review process on all, a targeted, or a random sampling of TA cases. This process is also permissible for SNAP and HEAP cases. The CSR process permits districts to develop a CSR plan tailored to their caseload characteristics and staffing structure to review a statistically valid random sample of their cases to meet the supervisory review approval requirement. The emphasis of a CSR is to identify deficient areas in case processing and to develop corrective action measures which address identified deficiencies. OTDA must approve such a plan prior to its implementation.

Guidelines for plan development, implementation and approval for TA and SNAP cases are set forth in [99 ADM-4](#). CSR plan development, implementation and approval for HEAP cases is outlined in [19-LCM-10](#). Please note that all applications for Heating Equipment Repair/Replacement through HEAP require supervisory review and are not subject to a CSR process.

Districts wishing to request to use a temporary CSR plan must complete Attachment 1: Temporary Case Supervisory Review Plan Request Form. Completed temporary CSR plan requests must be submitted to OTDA via email as indicated below:

Jeffrey Gaskell
Deputy Commissioner
Employment and Income Support Programs
Office of Temporary and Disability Assistance
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All temporary CSR plans must receive approval from OTDA prior to being implemented. Upon the submission of a temporary CSR plan, OTDA will review and respond to each request as soon as feasible. Approved temporary CSR plans will expire on May 15, 2020, unless an extension is authorized in future guidance.