



# Office of Temporary and Disability Assistance

ANDREW M. CUOMO  
Governor

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Executive Deputy Commissioner

## General Information System (GIS) Message

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### Section 1

<b>Transmittal:</b>	20 TA/DC047 Upstate and New York City
<b>Date:</b>	May 14, 2020
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, TA Directors, SNAP Directors, HEAP Coordinators, WMS Coordinators, Medicaid Directors
<b>From:</b>	Jeffrey Gaskell, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	COVID-19 May 15, 2020 TA Process Expiration Dates and Continuation of the Temporary Modification to the Case Supervisory Review Approval Process
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	Temporary Assistance (TA) Questions – (518) 474-9344 or <a href="mailto:otda.sm.cees.tabureau@otda.ny.gov">otda.sm.cees.tabureau@otda.ny.gov</a> Supplemental Nutrition Assistance Program (SNAP) Questions – (518) 473-1469 or <a href="mailto:otds.sm.cees.snap@otda.ny.gov">otds.sm.cees.snap@otda.ny.gov</a> Home Energy Assistance Program (HEAP) Questions – (518) 473-0332 or <a href="mailto:NYSHEAP@otda.ny.gov">NYSHEAP@otda.ny.gov</a>

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### Section 2

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 [GIS 20 TA/DC016](#) on March 16, 2020, and [GIS 20 TA/DC024](#) on March 31, 2020, which advised social service districts (districts) of certain immediate measures that could be taken to simplify and streamline program administration for clients and staff. These measures are set to expire on May 15, 2020.

The purpose of this GIS message is to extend the deadlines for the following items until June 6, 2020:

- allowing phone interviews to be conducted with Temporary Assistance (TA) recipients who have emergencies;
- enabling districts with local procedures such as a call-in process or a process that requires frequent contact with individuals experiencing homelessness and residing in emergency housing to conduct these contacts via phone, reduce frequency, or suspend them;
- allowing continued flexibility on taking negative action on TA mail-in recertifications;
- temporary modifications to previously approved Case Supervisory Review (CSR) plans, temporary approvals for new CSRs, and the option for districts to request new temporary CSR plans.

The expiration of provisions contained in this message may be extended by future guidance.