General Information System (GIS) Message

Section 1

Transmittal: 20 TA/DC090
Upstate and New York City

Date: September 17, 2020

To: Subscribers

Suggested Distribution: Commissioners, TA Directors, SNAP Directors, Medicaid Directors

From: Jeffrey Gaskell, Deputy Commissioner
Employment and Income Support Programs

Subject: COVID-19 Telephone Signature Waiver Option Extension through December 31, 2020

Effective Date: Immediately

Contact Information: Temporary Assistance (TA) Questions – TA Bureau at: 518-474-9344 or otda.sm.cees.tabureau@otda.ny.gov
Supplemental Nutrition Assistance Program (SNAP) Questions – SNAP Bureau at 518-473-1469 or otda.sm.cees.snap@otda.ny.gov

Section 2

In response to the outbreak of COVID-19 and in accordance with the United States Department of Agriculture (USDA), Food and Nutrition Services (FNS), the Office of Temporary and Disability Assistance (OTDA) released GIS 20 TA/DC049, GIS 20 TA/DC055, GIS 20 TA/DC066 and GIS 20 TA/DC075 advising social services districts (districts) of the ability to accept telephonic signatures on applications filed over the telephone or submitted without a signature for individuals and families who are applying for or receiving assistance through Supplemental Nutrition Assistance Program (SNAP)-only, Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP) or Medicaid (MA) on a TA case.

The purpose of this GIS is to inform districts that FNS has extended its approval of a temporary adjustment to the requirements for recording telephonic signatures for SNAP applications filed over the telephone or submitted without a signature to December 31, 2020. During the time that this SNAP adjustment is in effect, TA, or MA on a TA case applications may also be accepted over the telephone.

Districts choosing to implement telephonic applications must adhere to the guidelines as outlined in GIS 20 TA/DC049 and must also use the OTDA program-specific script (attachments 1 and 2 GIS 20 TA/DC049).

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