



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC032 Upstate and New York City
Date:	April 06, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Guidance on taking negative action for non-compliance with TA eligibility requirements involving in-person contact
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at: 518-474-9344 or otda.sm.cees.tabureau@otda.ny.gov

Section 2

The purpose of this General Information System (GIS) Message is to inform social services districts (districts) they may resume taking negative action for non-compliance with Temporary Assistance (TA) eligibility requirements that involve in-person contact.

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 are outlined in greater detail in [20 TA/DC016](#), [20 TA/DC028](#), [20 TA/DC041](#), [20 TA/DC043](#), [20 TA/DC057](#), [20 TA/DC072](#), [20 TA/DC078](#), [20-LCM-08](#), [20 TA/DC113](#), [21 TA/DC047](#) and [21 TA/DC085](#).

Districts were advised not to take negative action against applicants or recipients for non-compliance with a TA eligibility requirement that required in-person contact. This instruction allowed districts to temporarily amend local procedures or other processes that required in-person contact with individuals, allowing these processes to be conducted via phone, as appropriate.

Effective immediately, negative action may be taken for non-compliance with any TA eligibility requirements which require in-person contact, such as call-in procedures for those in temporary housing, required drug/alcohol assessments and in-person drug/alcohol treatment. Districts are reminded that good cause provisions, outlined in 18 NYCRR 351.26, must always be considered prior to taking negative action, including any issues arising due to COVID-19 related circumstances.