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POLICY BULLETIN #06-29-OPE

LIFELINE POLICY

Date: February 24, 2006	Subtopic(s): Welfare Management System (WMS)
🖳 This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to remind all Job Center and Non-Public Assistance Food Stamp (NPA FS) Office staff that applicants and participants may choose to "opt-out" of the Lifeline Program, a discounted telephone service available to low-income households. This policy bulletin serves as information for all other staff.
Automatic enrollment in the Lifeline Program is not guaranteed to all low-income applicants/participants.	Currently, the Office of Temporary and Disability Assistance (OTDA) shares the names and addresses of public assistance (PA) and NPA FS participants with Verizon for possible automatic enrollment in the Lifeline Program. Release of the information does not guarantee the automatic enrollment in the Lifeline Program. PA and NPA FS applicants and participants must be afforded the opportunity to "opt-out" of the release of their information by OTDA to their local telephone service provider. Therefore, language that will allow PA and NPA FS applicants and participants to "opt-out" of OTDA's releasing of information to their local telephone service provider has been added to the following forms: • **LDSS-2921** (Common Application) • **LDSS-3174** (Recertification Form) • **LDSS-4826** (Food Stamp Benefits Application/Recertification).
Enter a checkmark in the Lifeline checkbox to "opt-out" of the Lifeline Program.	There is an authorization notice on these forms that explains what information will be released by OTDA and the purpose for the released information. A checkbox to indicate the applicant/participant's desire not to release the information is also included in this authorization notice. (Refer to page 16 of **LDSS-2921**, page 16 of **LDSS-3174** and page five of **LDSS-4826**.) A Lifeline data element input field (**LFLN**) has been added to Worker Mode Application Data screen (**NAPP05**). The **LFLN** field can be

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

modified through the Eligibility and Undercare subsystems using the Lifeline Participation Code Data Entry Form (**LDSS-4855**).

Lifeline Program participation may be verified by reviewing WMS inquiry screens.

The **LFLN** field will <u>not</u> be displayed on the WMS/NYC Authorization Turnaround Document (**LDSS-3517**). JOS/Workers may confirm the value (blank or **N**) in the **LFLN** field by reviewing the following WMS Inquiry screens:

- **NQCS01** (Case Composition – Suffix/Individual Summary)
- **NQCS02** (Case Composition – Suffix Summary)
- **NQCS3A** (Current Case Composition – Historical Suffix Information)
- **NQCS3B** (Case Composition – Individual Summary as of mm/dd/yy).
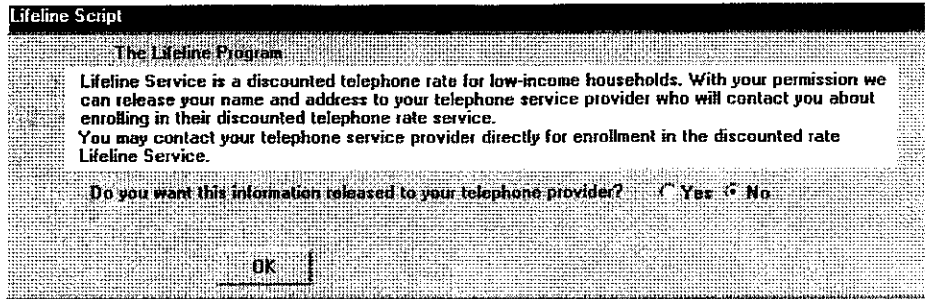
Job Centers

In the Paperless Office System (POS), the Lifeline checkbox will be blank when the **Additional Suffix Level Data** window is opened in the Application and Recertification Interview activities. To provide applicants/participants previously enrolled in Lifeline with an opportunity to opt out of the program, JOS/Workers must:

- Click on the checkbox,
- Read the script and question to the applicant/participant <u>and</u>
- Record the response to the question.

```
Lifeline Script
        The Lifeline Program
        Lifeline Service is a discounted telephone rate for low-income households. With your permission we
        can release your name and address to your telephone service provider who will contact you about
        enrolling in their discounted telephone rate service.
        You may contact your telephone service provider directly for enrollment in the discounted rate
        Lifeline Service.

        Do you want this information released to your telephone provider?    ⃝ Yes  ⦿ No

                        OK
```

If the applicant/participant has checked the checkbox on the application or recertification form this indicates that the applicant/participant does not want his/her information released. When a **No** response to the Lifeline question is entered and the **OK** button is clicked, POS will automatically enter **No** in the **LFLN** field of the **LDSS-3517** and an **N** in WMS to prevent the release of information.

NPA FS Offices

If the applicant/participant has checked the checkbox on the application or recertification form this indicates that the applicant/participant does not want his/her information released. Workers must enter an **N** in WMS to prevent the release of information by using the **LDSS-4855**.

All locations

If the checkbox is blank, this indicates that the applicant/recipient agrees to have his/her information released to the telephone service provider for possible automatic enrollment in the Lifeline Program. The JOS/Worker does not need to take action since a blank **LFLN** field will allow the release of recipient information to the telephone service provider. No further action is required.

Effective Immediately

🖳 Please use Print on Demand to obtain copies of forms.

Attachment:

LDSS-4855   Lifeline Participation Code Data Entry Form
(Item #258) (Rev. 5/05)

References:

06-ADM-01   Lifeline Telephone Service
SPP #2003-00707-R4   Lifeline Participation Code

LIFELINE PARTICIPATION CODE DATA ENTRY FORM
(ITEM# 258)

CASE NUMBER	DATE FORM PREPARED
ORIGINATING ID	AUTHORIZATION NUMBER

SUFFIX ID	LIFELINE PARTICIPATION CODE
SUFFIX ID	LIFELINE PARTICIPATION CODE
SUFFIX ID	LIFELINE PARTICIPATION CODE
SUFFIX ID	LIFELINE PARTICIPATION CODE
SUFFIX ID	LIFELINE PARTICIPATION CODE
SUFFIX ID	LIFELINE PARTICIPATION CODE

ELIGIBILITY SPECIALIST	DATE	SUPERVISOR'S SIGNATURE	DATE

CONTROL CLERK	DATE	CRT OPERATOR	DATE