



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #09-38-SYS

USE OF THE M3E INDICATOR

<p>Date: April 1, 2009</p>	<p>Subtopic(s): WMS</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Do not use M3E indicator A or T to suppress the CNS notice if CNS can generate the notice.</p> <p>Suppressing the CNS Notice</p>	<p>The purpose of this policy bulletin is to remind Job Center and Non Cash Assistance Food Stamp (NCA FS) Center Staff that the M3E Indicator in Element 053 of the Turnaround Document (TAD) should only be used when <u>absolutely</u> necessary.</p> <p>The M3E Indicator field on the TAD and the POS TAD is used for two separate reasons:</p> <ol style="list-style-type: none"> 1. To suppress the CNS notice <ul style="list-style-type: none"> • The A (Manual Notice – Adequate) indicator is used when a timely 10-day notice is not required (e.g., an application activity). The intended action will take effect immediately. • The T (Manual Notice – Timely) indicator is used when an intended case action requires that the affected participant be informed a minimum of 10 days prior to taking the action. This gives the participant an opportunity to resolve the issue before the adverse action takes effect. 2. To change a timely action to an adequate action for administrative reasons <p>In most instances staff <u>should not</u> suppress the Client Notification System (CNS) notice. CNS will generate a notice to the applicant/participant informing him/her of an action taken or to be taken on the case. Some examples of when it is <u>not necessary to use the M3E indicator</u> for CA (cash assistance) and/or FS undercare transactions are as follows:</p> <ul style="list-style-type: none"> • Recertification • Budget changes, including implementing and lifting sanctions

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send an e-mail to *FIA Call Center*

- Closings in which CA Closing code does not begin with the letter Y
- Address changes
- When a line is being added/removed (for example, adding a newborn or removing someone who is no longer in household).

In the rare instances when CNS will not provide sufficient information on the notice to describe the action, a manual notice will be necessary. For example:

An individual is denied Cash Assistance because he/she missed his/her appointment at the Bureau of Eligibility Verification (BEV) and failed to comply with the substance abuse assessment.

In this instance, the CNS notice would only refer to one of the reasons for denial. To accurately explain the reasons for the denial, the Worker would need to issue a manual notice that reflects both the missed BEV appointment and the individual's failure to comply with the substance abuse assessment.

When the CNS notice is suppressed, a manual notice must be issued see [PD #09-13-SYS](#);

When the **A** or **T** indicator is entered to suppress the CNS notice, the JOS/Worker **must issue** a manual notice as follows:

Job Centers:

For application cases, if the JOS/Worker attempts to use an **M3E** indicator the Paperless Office System (POS) will alert the JOS/Worker as to whether or not an **M3E** indicator is necessary. If the **M3E** indicator is necessary or the JOS/Worker opts to use the code, POS will force the Worker to issue the Action Taken on Your Application: Part A: Public Assistance, Food Stamps Benefits and Medical Assistance Coverage ([LDSS-4013A](#)) and the Action Taken on Your Application: Part B: Public Assistance, Food Stamps Benefits and Medical Assistance Coverage ([LDSS-4013B](#)).

For undercare cases, POS does not prompt the Worker to issue the Notice of Intent to Change Benefits: Part A: Public Assistance, Food Stamps Benefits and Medical Assistance Coverage and Services ([LDSS-4015A](#)) and the Notice of Intent to Change Benefits: Part B: Public Assistance, Food Stamps Benefits and Medical Assistance Coverage and Services ([LDSS-4015B](#)). As part of the case review, the AJOSI/Supervisor must check to ensure that the JOS/Worker issued a manual notice.

Impact on Separate
Food Stamp
Determinations

An NCA FS Separate
Determination case is
not established when an
A or **T** is entered in the
M3E indicator.

The Welfare Management System (WMS) will not open an NCA FS Separate Determination case on CA case level closings when an **A** or a **T** is entered in the **M3E** indicator. Food Stamps (FS) will continue until the end of the certification period on the CA/FS case number. These cases will receive a CNS FS Call-in letter 45 days before the end of the certification period. Refer to the Automated Separate Food Stamp Determination Desk Guide ([M-42X](#)) for information concerning the impact of the **M3E** Indicator on Separate Determination cases.

NCA FS Offices:

In NCA FS Offices, the **A** or **T** is used when a case is closed using an incorrect code and the case must be reopened and closed with the correct code. For example, an NCA FS case was closed using FS Closing code **E50** (Failed to Return the Six Month Periodic Report [Timely]), but the H/H returned the report but did not answer all the questions so FS Closing code **E51** (Failed to Return the Six Month Periodic Report - [Questions] [Timely]) should have been used. In this instance, the FS Center should reopen the case in Single Issue (**SI**) status, close it with the correct closing code and issue a manual notice to the participant.

Immediate Action for
Administrative Reasons

Indicator **1** is used when an immediate action is required. When the **1** indicator is entered, a CNS notice will be generated. A manual notice is not required. Use of the **1** indicator on application closings will not inhibit the automated Food Stamp Separate Determination process.

When not to use the
Indicators

Do not use the **1** indicator if the CNS notice needs to be suppressed.

Do not use the **A** or **T** indicators if CNS will generate an appropriate notice. Refer to PD #09-13-SYS for examples of when CNS will not generate a notice.

Effective Immediately

Related Item:

[PD #09-13-SYS](#)