

MEMORANDUM
(This CD Memo replaces CD #23-07)

DATE: June 21, 2023

TO: Benefits Access Center (BAC) Directors, Regional Managers and HIV/AIDS Services Administration (HASA) Directors

FROM: DSS Office of Procedures

SUBJECT: **Revision to Using Rejection Code E10 When Cash Assistance (CA) Applicants Miss Two Outreach Attempts or Do Not Call for Their Interview**

The purpose of this Center Director (CD) Memorandum is to remind Benefits Access Center (BAC) and HIV/AIDS Services Administration (HASA) staff of the proper denial codes to be used in the Welfare Management System (WMS) when a Cash Assistance (CA) applicant misses two outreach attempts (applications filed prior to April 17, 2023) or does not call for their on-demand interview (applications, other than HASA and Center #90, submitted on or after April 17, 2023). The instructions below pertain to all applicants regardless of whether they applied before or after the implementation of the CA On Demand interview process, which began on April 17, 2023. It is informational for all other staff.

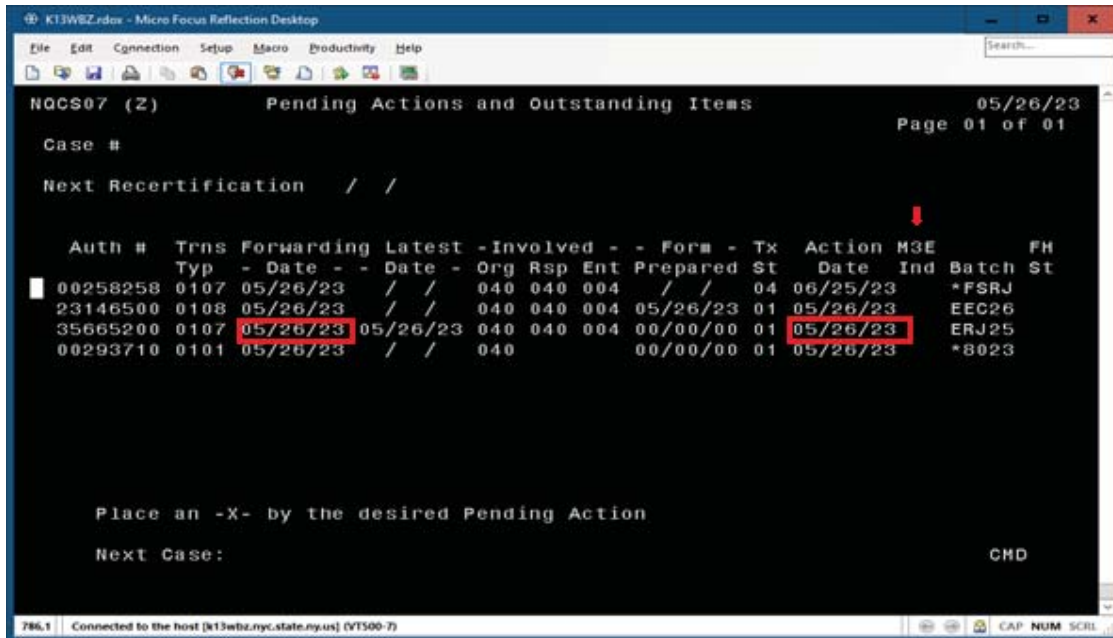
At this time, Family Independence Administration (FIA) staff have completed all CA applications that required outbound calls for CA interviews. HASA and Center #90 staff, however, are still making outbound calls for CA interviews. If an applicant misses at least two outreach attempts from HASA or Center #90 staff, or if the applicant does not call for their CA interview, staff must reject the CA portion and the Supplemental Nutrition Assistance Program (SNAP) portion of the case using the case reason rejection code **E10** (Failure to Keep/Complete Initial Eligibility Interview).

Note: Before rejecting the CA and SNAP portion of the case, staff must check the HRA OneViewer to confirm that the applicant was sent the **FIA-1124** at least 10 days prior.

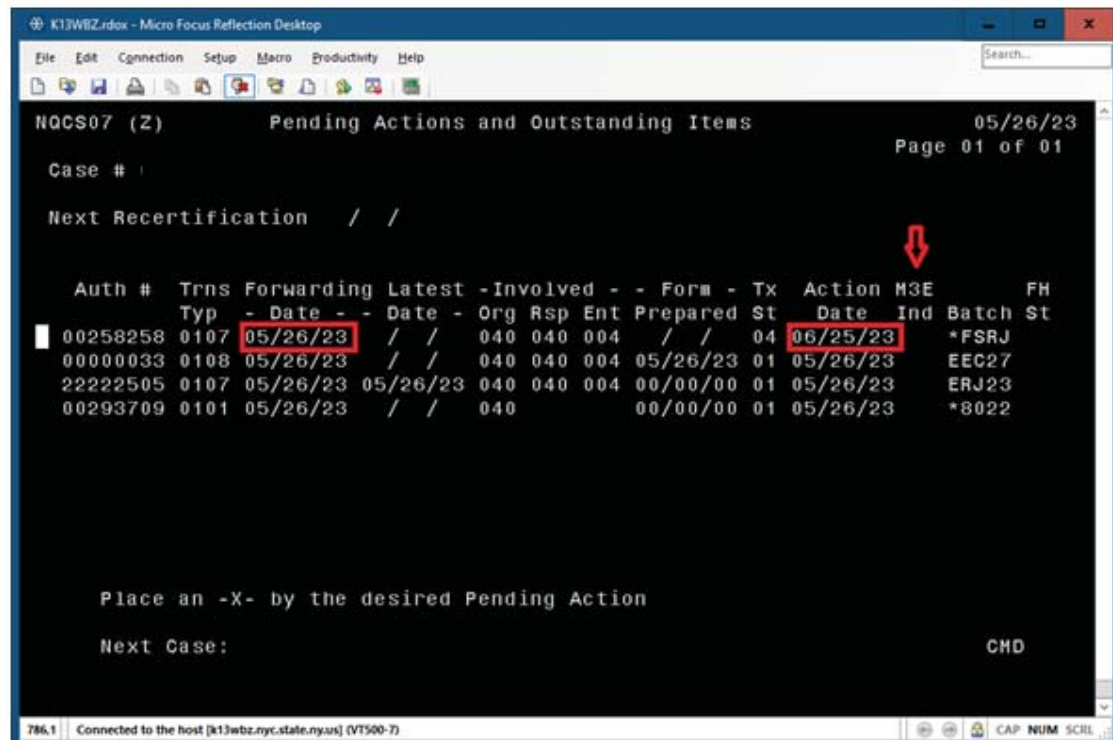
Staff must leave the **M3E** indicator blank. Leaving the **M3E** indicator blank will ensure that the SNAP portion clocks down until the 30th day after the date of file.

The following screenshots show that when the CA and SNAP portion of the case is rejected using code **E10** and the **M3E** indicator is blank, the CA rejection processes overnight, and the SNAP portion clocks down until day 30:

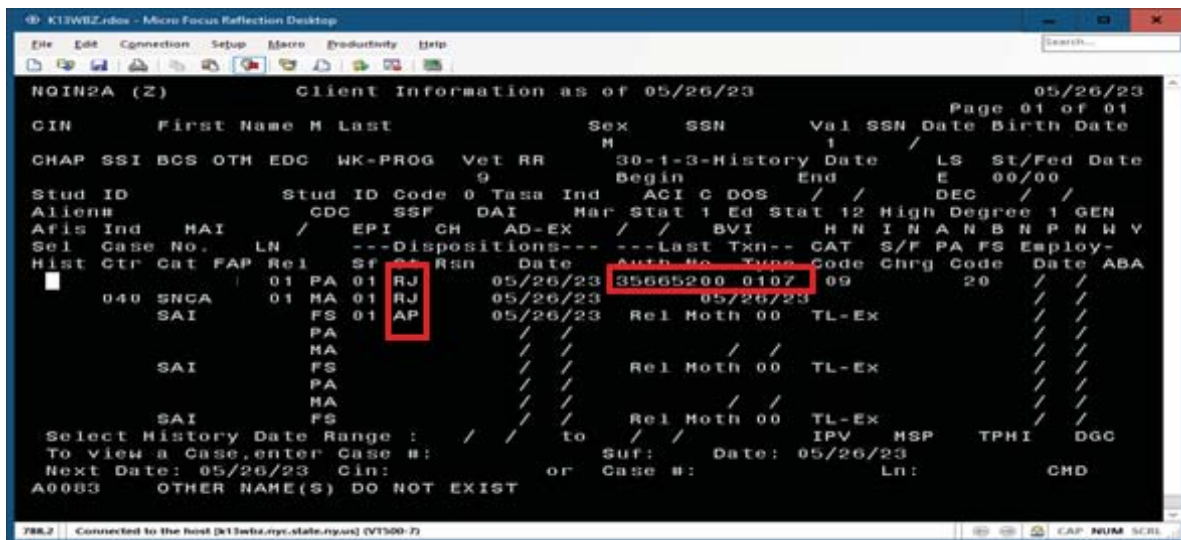
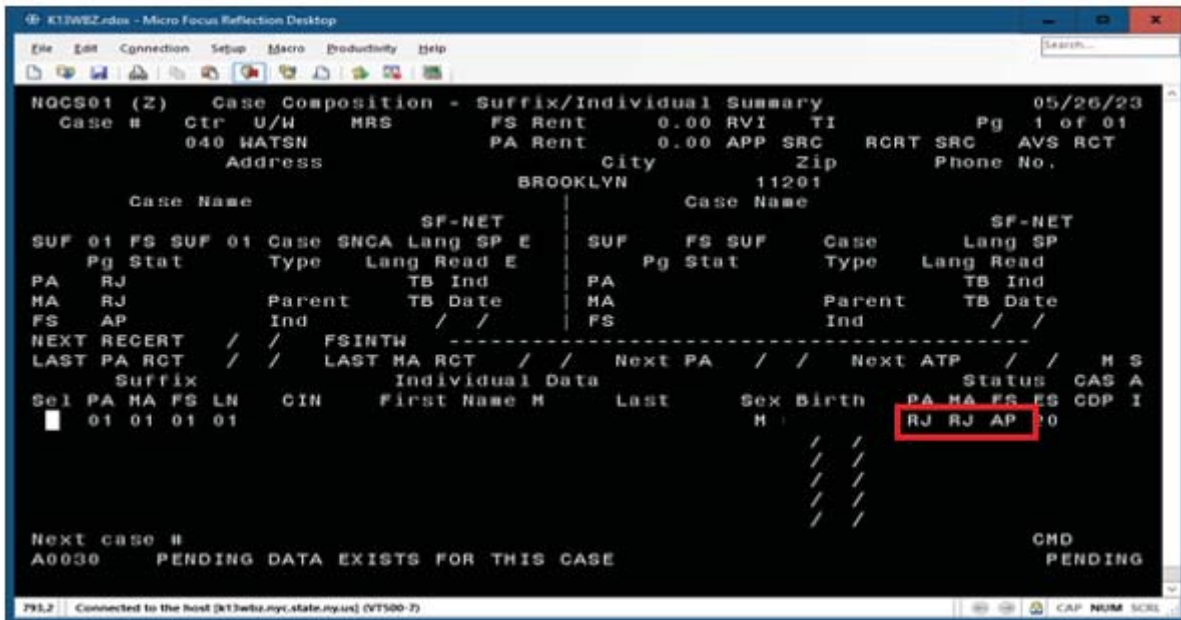
CA Rejection Processed:



SNAP Clocking Down:



Resulting Case Status After CA Processes:



Effective Immediately

Attachment:

FIA-1124 (E) Important Information About Your Case Notice of Missed Cash Assistance Appointment (Rev. 2/22/23)



Date: _____
Case Number: _____
Case Name: _____
Center: _____

IMPORTANT INFORMATION ABOUT YOUR CASE NOTICE OF MISSED CASH ASSISTANCE INTERVIEW

You must have an interview to talk about your eligibility for Cash Assistance benefits.

Call _____ to have your interview. You can call
Monday – Friday 8:30am to 5:00pm

Note: Our offices are closed on Saturdays, Sundays, and legal holidays.

It is important that you have this interview to see if you can get or keep getting your benefits.

What will I need for the call?

Only your Cash Assistance Case Number (at the top of this notice) or your ACCESS HRA Confirmation Number or a Social Security Number (SSN). This will help us find your case.

Who needs to be interviewed?

All members of the case that are 18 years or older should be available during the interview.

**If you are in need of food, call 311
to find the nearest place where you can get free food.**

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.