

**M E M O R A N D U M**

**DATE:** June 24, 2020

**TO:** Job Center Directors, Regional Managers, and HIV/AIDS Services Administration (HASA) Center Staff

**FROM:** James K. Whelan, Executive Deputy Commissioner  
Office of Policy, Procedures, and Training (OPPT)

**SUBJECT: Temporary Suspension of the Child/Teen Health Program Oral Script due to the Coronavirus (COVID-19) Pandemic**

The purpose of this Center Director (CD) Memorandum is to inform Job Center and HASA Center staff that during the COVID-19 pandemic, there will be a temporary suspension of reading the Child/Teen Health Program oral script to households that include children during the Cash Assistance application/recertification interview. This oral script is displayed in the Paperless Office System (POS), and appears on the Child/Teen Health Program Oral Script Desk Guide (**W-299N**) form. Staff are **not required** to read this script to applicants/participants until further notice.

*Effective Immediately*

**Related Item:**

PD#12-17-ELI

cc: FIA Call Center  
Code X