

M E M O R A N D U M

DATE: June 7, 2023

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

FROM: DSS Office of Procedures

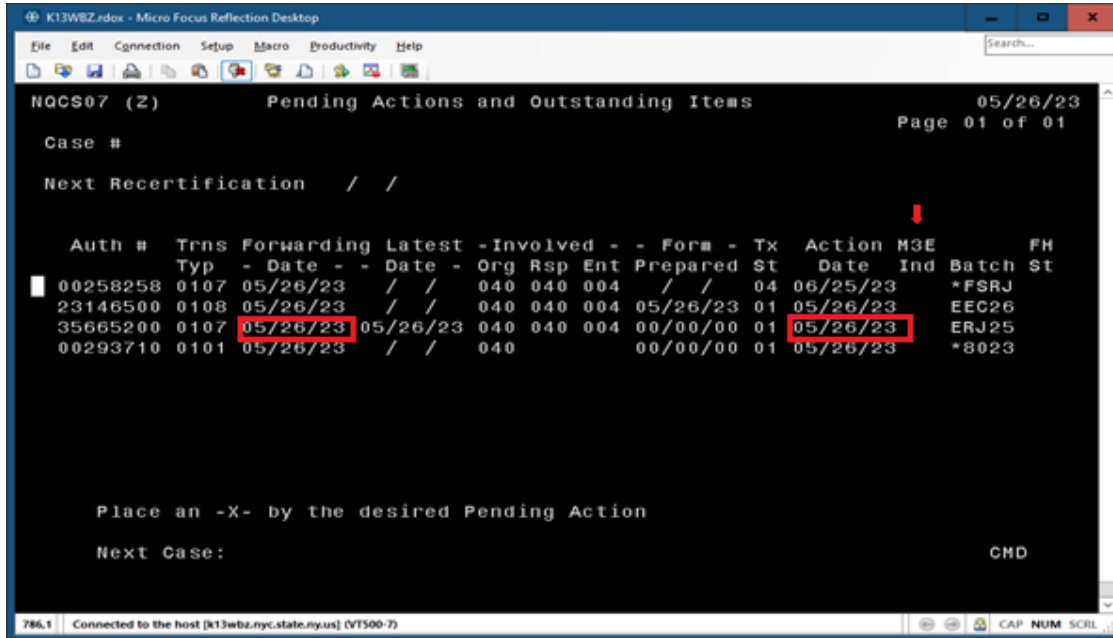
**SUBJECT: Using Rejection Code E10 When Cash Assistance (CA) Applicants
Miss Two Outreach Attempts or Do Not Call for Their Interview**

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 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.

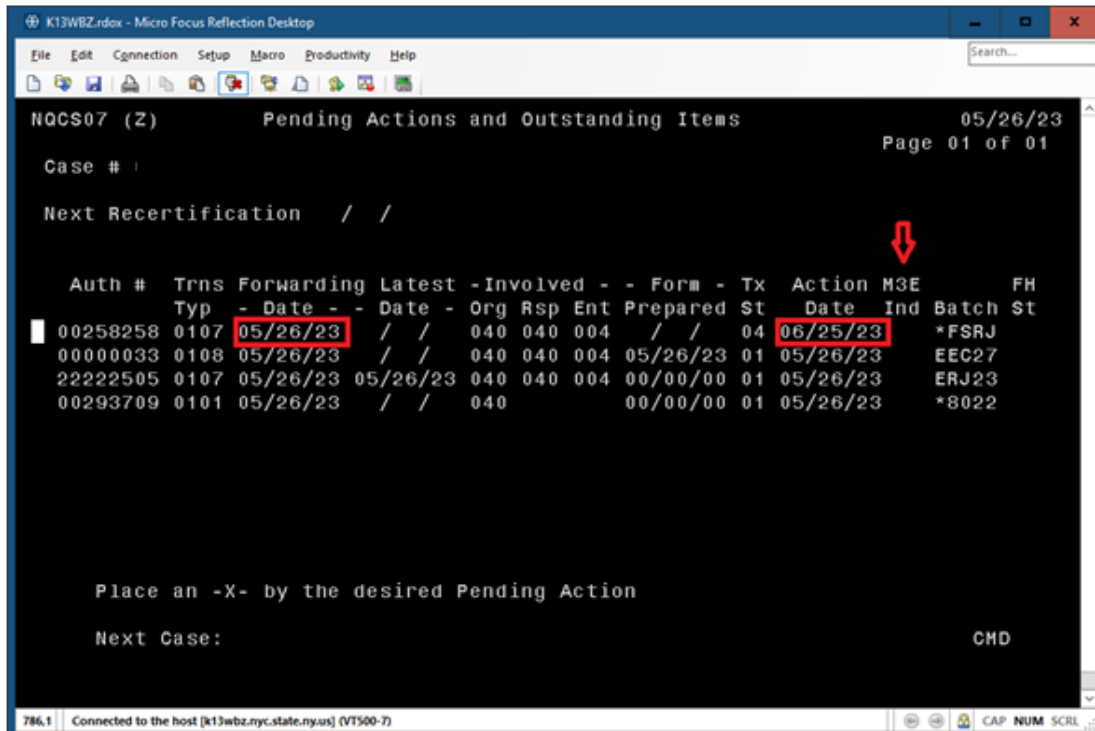
If an applicant misses at least two outreach attempts from HRA, or does not call for their CA interview, and as long as the Important Information About Your Case Notice of Missed Cash Assistance Appointment (**FIA-1124**) has been sent at least 10 days prior, staff must reject the CA portion and the Supplemental Nutrition Assistance Program (SNAP) portion of the case using the case reason rejection code **E10** (Failure to Keep/Complete Initial Eligibility Interview). 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:

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K13WBZ.ndbx - Micro Focus Reflection Desktop
File Edit Cnnection Setup Macro Productivity Help
NOCS01 (Z) Case Composition - Suffix/Individual Summary 05/26/23
Case # Ctr U/W MRS FS Rent 0.00 RVI TI Pg 1 of 01
040 WATSN PA Rent 0.00 APP SRC RCRT SRC AVS RCT
Address City Zip Phone No.
BROOKLYN 11201
Case Name Case Name
SF-NET SF-NET
SUF 01 FS SUF 01 Case SNCA Lang SP E SUF FS SUF Case Lang SP
Pg Stat Type Lang Read E Pg Stat Type Lang Read
PA RJ MA RJ Parent TB Ind PA MA Parent TB Ind
FS AP Ind TB Date FS Ind TB Date
NEXT RECERT / / FSINTW / /
LAST PA RCT / / LAST MA RCT / / Next PA / / Next ATP / / H S
Suffix Individual Data Status CAS A
Sel PA MA FS LN CIN First Name M Last Sex Birth PA MA FS ES CDP I
01 01 01 01 RJ RJ AP 20
Next case # CHD
A0030 PENDING DATA EXISTS FOR THIS CASE PENDING
793.2 Connected to the host [k13wbz.nyc.state.nyu.us] (VT500-7) CAP NUM SCRL

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K13WBZ.ndbx - Micro Focus Reflection Desktop
File Edit Cnnection Setup Macro Productivity Help
NQIN2A (Z) Client Information as of 05/26/23 05/26/23
CIN First Name M Last Sex SSN Val SSN Date Birth Date
M 1 /
CHAP SSI BCS OTH EDC WK-PROG Vet RR 30-1-3-History Date LS St/Fed Date
Begin End E 00/00
Stud ID Stud ID Code 0 Tasa Ind ACI C DOS / / DEC / /
Aliens CDC SSF DAI Mar Stat 1 Ed Stat 12 High Degree 1 GEN
Afis Ind MAI / EPI CH AD-EX / / BVI H N I N A N B N P N W Y
Sel Case No. LN ---Dispositions--- ---Last TXN--- CAT S/F PA FS Employ-
Hist Ctr Cat FAP Rel Sf Rsn Date Auth No Type Code Chrg Code Date ABA
01 PA 01 RJ 05/26/23 35665200 0107 09 / / / /
040 SNCA 01 MA 01 RJ 05/26/23 05/26/23 / / / /
SAI FS 01 AP 05/26/23 Rel Moth 00 TL-Ex / / / /
PA / / / / / / / /
MA / / / / / / / /
SAI FS / / / / / / / /
PA / / / / / / / /
MA / / / / / / / /
SAI FS / / / / / / / /
Rel Moth 00 TL-Ex / / / /
IPV MSP TPHI DGC
Select History Date Range : / / to / /
To View a Case, enter Case #: Suf: Date: 05/26/23
Next Date: 05/26/23 Cin: or Case #: Ln: CHD
A0083 OTHER NAME(S) DO NOT EXIST
788.2 Connected to the host [k13wbz.nyc.state.nyu.us] (VT500-7) CAP NUM SCRL

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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.