POLICY BULLETIN #18-60-SYS

EXPANSION OF THE CLIENT NOTICE SYSTEM (CNS)

Date: September 14, 2018	Subtopic(s): CNS

The purpose of this policy bulletin is to inform Job Center staff that effective August 13, 2018, certain Welfare Management System (WMS) transactions that previously required the completion and mailing of a manual notice (**LDSS-4013A/B NYC**) are able to have a Client Notice System (CNS) notice produced and mailed instead. This policy bulletin is informational for all other staff.

Transactions that are both an eligibility transaction and an undercare transaction are considered hybrid transactions. Until this change, CNS was unable to generate notices for these hybrid transactions.

Effective with this change, most cases that have a current case status of applying (**AP**) for Cash Assistance (CA), applying (**AP**) for Medicaid (**MA**), and single issuance (**SI**) for Supplemental Nutrition Assistance Program (SNAP) that will be rejected (**RJ**) for CA and will have the SNAP status changed from **SI** to closed (**CL**) will now be accompanied by a CNS notice.

Manual notices are still required in instances where:

- A household is ineligible to receive ongoing SNAP benefits for the same reason that it is ineligible to receive CA;

  Example: It is determined that the household does not reside in New York City.

- A household is ineligible to receive ongoing SNAP benefits for a different reason than the reason why the household is ineligible to receive CA;

  Example: A household is ineligible to receive CA because the applicant failed to complete an employment assessment and is ineligible to receive ongoing SNAP benefits because the applicant failed to verify the income of a household member that is applying for SNAP benefits only.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: *(917) 639-0298*

Distribution: X

- A household is eligible to receive ongoing SNAP benefits.

  Example: A household is ineligible to receive CA because its gross income is too high, but is eligible to receive recurring SNAP benefits

- There are no household members who have applied for Medicaid;
- Multi-suffix cases; or
- The CA rejection code being used starts with the letter "**Y**"

SNAP Separate Determination Required

Cases in which a household will be rejected for CA and for which the household's eligibility to receive ongoing SNAP benefits cannot yet be determined, must be rejected for CA with the applicable CA reject code and closed for SNAP using the newly created SNAP case closing code **J07 (**SNAP Separate Determination).

The usage of SNAP case closing code **J07** will automatically establish an NCA SNAP case in **SI** status. The decision of whether to authorize ongoing SNAP benefits or to close the NCA SNAP case that is in **SI** status, will be made and processed by a worker in the Separate Determination Unit in the Job Center.

The attempted use of SNAP case closing code **J07** will not process successfully when any of the following CA rejection codes are used because these households are ineligible to receive ongoing SNAP benefits for the same reason that they are ineligible to receive CA:

Refer to the WMS [Worker's Guide to Codes](#) for definitions of each code

E60, **E61**, **E63**, **E72**, **E73**, **E86**, **E95**, **F17**, **F20**, **F63**, **F92**, **F93**, **G60**, **G95**, **M13**, **M66**, **M67**, **M76**, **M98**, **M99**, **W35**, **W44**, and **W45**.

CNS notices still cannot be produced on multi-suffix cases and when a status code that begins with the letter "**Y**" is used in an eligibility, undercare, or hybrid transaction. Therefore, CA cases rejected with codes **Y50**, **Y94**, **Y95**, or **Y99** cannot produce a CNS notice.

CA rejection codes that begin with the letter **M**, **N**, **P**, **U**, **V**, or **W** require staff to enter more details about the activity in CNS. These actions are called "Fill" notices. For "Fill' notices, staff must create the notice and then enter the notice number on the TAD window in POS. If a notice number is not entered on the TAD, the transaction will go into error status in WMS with error code **E1538** (TAD REASON CODE REQUIRES NOTICE INFO).

For "Fill" notices, staff must enter SNAP case closing code **J07** in CNS along with the proper CA rejection code. If a SNAP case closing code is not entered in CNS, the transaction will go into error status in WMS with error code **E1562** (TAD CODE AND NOTICE CODE DO NOT MATCH).

When completing the TAD window in POS, the SNAP suffix portion of the TAD must have **CL** for status (element **230**), **J07** for reason (element **231**), and the date the transaction is completed for the to date (element **262**). The from date (element **235**) is to be left blank.

CA rejection codes that begin with the letter **E**, **F**, or **G** do not require staff to enter more details about the activity in CNS. These actions are called "No Fill" notices. However, CA rejection codes **E30**, **E34**, and **E35** require an ineligible budget be included in the transaction.

Information Technology Services (ITS) has programmed the Paperless Office System (POS) to determine when a notice can be produced by CNS and when a manual notice must be created and mailed.

Effective August 13, 2018

Related Item:

PB #18-53-SYS   CA POS Release Notes Version 22.2.1