



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #14-02-SYS

*(This Policy Directive Replaces PD #09-13-SYS)*

### CLIENT NOTICES SYSTEM (CNS)

Date:	Subtopic(s):
February 3, 2014	Client Notices System (CNS)
<b>AUDIENCE</b>	The instructions in this policy directive are for all staff in Job Centers, Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers and ancillary sites. This procedure serves as information for all others.
<b>REVISIONS TO THE PRIOR DIRECTIVE</b>	<p>This policy directive is being revised to:</p> <ul style="list-style-type: none"><li>• Add Notice Entry screenshot for dependent child indicator.</li><li>• Add Periodic Reporting processes regarding CNS Notices.</li><li>• Add a statement that a SNAP Status and SNAP Reason code must be entered on the SNAP POS TAD.</li><li>• Add SNAP suffix reason codes in the ESNAP Issuance activity per SNAP POS.</li><li>• Add Retrieval of CNS Notice Number in SNAP TAD.</li><li>• Add a note that the <b>M3E</b> Indicator is locked down for SNAP except by designated staff.</li><li>• Add WMS Error Code <b>1562</b> (TAD code and Notice Code Do Not Match).</li><li>• Add a note indicating codes that <u>do</u> or <u>do not</u> require a notice or generate a notice cannot be used in the same transaction.</li><li>• Add <b>Attachment C</b> which provides details on the automated CNS Notice Creation SNAP Code <b>Q22</b> (Expedited-Pending Verification).</li><li>• Remind Staff to refer to the CNS Manual for detailed information on CNS notices.</li></ul>

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*

Distribution: X

**POLICY**

Whenever action is taken to accept, deny, discontinue, reduce or recoup Cash Assistance (CA), Supplemental Nutrition Assistance Program (SNAP), and/or Medical Assistance (MA) benefits, the household must be notified in writing of the Agency's decision. That notification can be in the form of either an adequate notice which is sent to an applicant/participant notifying him/her that an action has been taken, or a timely notice which is sent to a participant with a 10 day clock down period giving the participant time to respond to the notice.

Example:

Adequate notice

The participant requests in writing to have his/her case closed. The JOS/Worker will close the case using PA Closing code **G88** (Client Request – PA, SNAP, & MA [written]). This is an immediate action and an adequate notice is generated.

Timely notice

The participant reports increased earnings. A new budget is calculated and the household's budget is reduced. The JOS/Worker takes action to authorize the new budget. The participant will be sent a timely notice informing him/her of the agency's intent to reduce his/her budget.

**BACKGROUND**

Revised

The Client Notices System (CNS) relieves Workers of the task of manually preparing and sending individual notices each time an action is proposed or taken on a case.

Notice numbers are system-generated and are not data entered by Workers for "No Fill" notices.

Notices are generated by CNS when entering actions on the Turn-Around Document (TAD) to open Active (**AC**)/Single Issuance (**SI**), Close (**CL**), Reject (**RJ**) or Sanction (**SN**) a case or line or when authorizing a budget without any other action (e.g., recertification, no change action, increase in shelter expense, change in vendor rent designation).

TAD entries (i.e., codes, budget number) must be completed for Fill, as well as No Fill notices.

Some actions require JOS/Workers to enter more details about the activity in CNS. These actions are called "Fill" notices.

When JOS/Workers do not have to enter any additional details about the activity in CNS, these actions are called "No Fill" notices.

Codes that begin with the letter **Y** require a manual notice.

The first letter of the CNS reason code on the chart below can help to determine if a notice requires additional action by a JOS/Worker in order to be generated:

Revised

Transaction	Degree of Worker Involvement	
	No Fill	Fill
Openings	F	A,Q
Closings/Denials/Sanctions	E, F, G, J	I, M, N, P, U, V, W

Notices produced by CNS are:

- generated overnight in both English and Spanish or English only based on the Spanish indicator (**SP IND** in element **273** of the TAD) in the Welfare Management System (WMS),
- saved electronically. Reprints can be obtained from CNS and copies from the Computer Output to Laser Disk (COLD) application (see the Guide to Using the COLD Application [**Attachment A**]).
- contain Unit ID, Job Center, and NCA SNAP Center address and telephone number information based on the address tables maintained by Management Information Systems (MIS); and
- designed to allow rapid modification to the text of the notices as dictated by policy, legislation, regulation changes or litigation.

Manual Notice CA and SNAP, and NCA SNAP only notice

Refer to **Attachment B** (Manual Notice Requirements CA/SNAP for details on when a CNS Notice will not be generated for CA and SNAP. Refer to **Attachment C** (CNS Notice Requirements for NCA SNAP Only) for CNS notice requirements in POS.

### Address Change

To ensure that the CNS notice is sent to the correct address, the address change must be processed first when both a change in address and an action generating a timely CNS notice require processing in WMS.

Refer to [PB #11-80-SYS](#) for Clockdown information.

After the address change is entered, the case action can then be processed. This is because most case actions require a 10-day timely notice period to elapse before taking effect. If an address change is processed simultaneously with the case action, the CNS notice will be erroneously sent to the old address. In instances in which only an adequate notice is required, all actions can be processed concurrently.

**REQUIRED ACTION****Generating Fill Notices**

To generate a Fill notice in CNS, the JOS/Worker must take the following action:

- From the **WMS Host System Menu**, select Option **12** (Client Notices System), and the **WMS/CNS Subsystem Menu** appears.
- Enter the following and Transmit:
  - Case number in the **Case Number** field
  - Suffix in the **Suffix** field
  - **01** (Notice Entry) in the **Indicate Selection Number Field**

**WMS/Client Notices Subsystem Menu**

WMS-DEV-M11PDZ - Reflection for ReGIS Graphics

File Edit Connection Setup Macro Window Help

Department of Social Services  
WMS/Client Notice Subsystem Menu

Date 03/11/08  
Time 13:25:25

CASE NUMBER \_\_\_\_\_ SUFFIX \_\_\_\_\_ BATCH NUMBER \_\_\_\_\_  
NOTICE NUMBER \_\_\_\_\_ INDICATE SELECTION NUMBER \_\_\_\_\_ Xmit \_\_\_\_\_

01 NOTICE ENTRY (CASE/REGISTRY NUMBER REQUIRED)  
02 NOTICE INQUIRY (NOTICE NUMBER REQUIRED)  
03 NOTICE UPDATE (NOTICE NUMBER REQUIRED)  
04 PENDING NOTICE INQUIRY (CASE/REGISTRY NUMBER REQUIRED)  
05 SUPERVISORY REVIEW PRINT (NOTICE NUMBER REQUIRED)  
06 SIGNOFF  
07 NOTICE AUTHORIZATION/RELEASE  
08 BATCH NOTICE ENTRY  
09 BATCH NOTICE INQUIRY (BATCH NUMBER REQUIRED)  
10 BATCH NOTICE UPDATE (BATCH NUMBER REQUIRED)  
11 NOTICE HISTORY INQUIRY (CASE/REGISTRY/NOTICE NO REQUIRED)  
12 NOTICE HISTORY REPRINT (NOTICE NUMBER REQUIRED)  
13 FS OVERPAYMENT CALCULATION WORKSHEET (CASE/REGISTRY NUMBER REQUIRED)  
14 CNS CONTROL INFO MAINTENANCE  
15 NYC/UPSTATE INQUIRY  
F16 WMSMENU (MENU KEY)

339, 14 VT400-7 -- m11pdz.nyc.state.ny.us via TELNET

- The **Reason Code** screen(see next page) appears. Enter the following and Transmit:
  - The appropriate transaction code in the **Trans Type** field, as follows:
    - **AC** for application approvals
    - **RC** for recertification case closings
    - **CL** for all other types of case closings
    - **CH** for line closings and line sanctions
    - **RJ** for denials

Refer to [PD #03-48-ELI](#) for details on reduction budgeting

- For application approvals and case closings, the case opening/closing/denial code in the **Case Reasons** section; or
- For line closings/denial and line sanctions, the line number in the **LN** column and line closing/denial/sanction code in the appropriate program type column (**PA** and/or **FS**) in the **Individual Reasons** section.

## Reason Code screen

For case openings/closings, enter CNS code here.

For line sanctions/line removals, enter line number and CNS code here.

Enter transaction code

Revised

- Based on the information entered on the **Reason Code** screen, the following screens may appear when generating a Notice of Intent for engagement and eligibility infractions (see [PD #08-23-OPE](#): Guide to Manual Notice of Intent [NOI] Process for NOI Clerks):
- **CA and SNAP Employment Reason Entry** screen

New Information

Next the PA and SNAP Employment Worker Entry screens appear.

- Enter the required case information on the CNS screens as prompted and Transmit. ((see the Processing Manual NOIs in WMS/CNS Desk Guide [W-116Y])

### Worker Entry screen

```

WCN151
3.) CASE NAME [REDACTED]
CASE NO [REDACTED] SUFFIX 01
INDV REASON WE1 : FL CMP EMP-1 LINE NO 01
SELECTION: FAILED TO TAKE A JOB

DATE 072407
INFO SILVER LAKE
42 REVERA STREET/UNIVERSITY PLACE
ENTER DATE: JOB OFFER DATE (MMDDYY) ENTER INFO: JOB LOCATION

```

Revised

When generating a Notice of Intent for an engagement infraction, the Worker Entry screen below appears.

- Enter the appropriate conciliation message on the CNS screen as prompted and Transmit.

New Information

```

*WCN151 WMS/Client Notice Subsystem Date 05/04/12
PA and FS Employment Worker Entry Screen Time 16:02:34
CASE NAME
CASE NO 01 SUFFIX 01
CASE REASON WX2 : FL CMP EMP-2

CHOOSE ONE OF THE FOLLOWING CONCILIATION MESSAGES:
_ DID NOT RESPOND TO THE CONCILIATION LETTER SENT
_ DID NOT APPEAR FOR SCHEDULED CONCILIATION ON : DATE ____
_ NOT SATISFIED THROUGH CONCILIATION
CHOOSE A CONCILIATION MESSAGE

Xmit _

```

Revised

The next **Worker Entry** screen that appears requires information about whether there is a dependent child in the household. A dependent child is either a person under 18 years of age, or under 19 years of age and a full-time student.

New Information

- Enter a **Y** if there is a dependent child or an **N** if no dependent children are in the household.

Dependent child information

◆WGN151 WMS/Client Notice Subsystem Date 05/04/12  
PA and FS Employment Worker Entry Screen Time 16:02:52

CASE NAME ONE  
CASE NO (.....) SUFFIX 01  
CASE REASON WX2 : FL CMP EMP-2

INFO \_\_\_\_\_

ENTER INFO: DEPENDENT CHILD (Y/N)

Xmit

Revised

- Upon completion, the **WMS/Client Notices Subsystem Menu** appears with the pending notice number displayed at the bottom right of the screen. A CNS Supervisory Review Report with the pending notice number and variable data entered is automatically generated.

WMS/Client Notices Subsystem Menu screen

Department of Social Services Date 07/10/07  
WMS/Client Notice Subsystem Menu Time 15:37:58

CASE NUMBER \_\_\_\_\_ SUFFIX \_\_\_\_\_  
NOTICE NUMBER \_\_\_\_\_ BATCH NUMBER \_\_\_\_\_  
INDICATE SELECTION NUMBER \_\_\_\_\_ Xmit \_\_\_\_\_

01 NOTICE ENTRY (CASE/REGISTRY NUMBER REQUIRED)  
02 NOTICE INQUIRY (NOTICE NUMBER REQUIRED)  
03 NOTICE UPDATE (NOTICE NUMBER REQUIRED)  
04 PENDING NOTICE INQUIRY (CASE/REGISTRY NUMBER REQUIRED)  
05 SUPERVISORY REVIEW PRINT (NOTICE NUMBER REQUIRED)  
06 SIGNOFF  
07  
08 BATCH NOTICE ENTRY (BATCH NUMBER REQUIRED)  
09 BATCH NOTICE INQUIRY (BATCH NUMBER REQUIRED)  
10 BATCH NOTICE UPDATE (CASE/REGISTRY/NOTICE NO REQUIRED)  
11 NOTICE HISTORY INQUIRY (NOTICE NUMBER REQUIRED)  
12 NOTICE HISTORY REPRINT (CASE/REGISTRY NUMBER REQUIRED)  
13 FS OVERPAYMENT CALCULATION WORKSHEET  
14 CNS CONTROL INFO MAINTENANCE  
15 NVC/UPSTATE INQUIRY  
F10 WMSHNU (MENU KEY) CASE \_\_\_\_\_ - NOTICE NO. N091PL4391 CREATED

CNS Notice Number



Manual transactions  
Revised

- Enter the notice number in element **280** of the TAD. Since a notice number is entered, an entry is not required in the following elements of the TAD:

- **221** (PA Status) and **222** (PA Reason) for CA.

Revised

- **230** (SNAP Status) and **231** (SNAP Reason) for SNAP.

POS transactions  
Revised

- Enter the below status and reason codes on the POS TAD:

- **221** (PA Status) and **222** (PA Reason) for CA.

- **230** (SNAP Status) and **231** (SNAP Reason) for SNAP.

Entry of the **AMP** date in element **225** (Amplification Date) of the TAD or POS TAD is required for CA cases.

Revised

- Scan and index the CNS Supervisory Review Report into the electronic case record and send the completed TAD or POS TAD to the Supervisor for approval.

If necessary, an additional printout of the CNS Supervisory Review Report can be obtained from the **Pending Notice List** screen by entering an **X** in the **SUP REV** field or from the **WMS/Client Notices Subsystem Menu** screen using option **5** (Supervisory Review Print).

New information

See [PB #12-44-SYS](#) for  
POS information

In the EFS Issuance activity, POS sets the SNAP status to Single Issue (SI) when a case is eligible for Expedited SNAP (ESNAP) benefits and there is pending verification. SNAP POS sets the SNAP suffix reason codes in the ESNAP Issuance activity to the following codes when the only pending eligibility factors are the Resource File Integration (RFI) matches:

- **A30-** Same Benefit Each Month for cases that applied on the first day of month,
- **A32-** First Month Prorate-Applied before the 16th for cases that apply before the 16th day of the month or
- **A33-** First Month Prorate-Applied after the 15th.

When other eligibility factors are pending for a case eligible for EFS benefits, POS sets the SNAP opening code to **Q22**. The JOS/Worker must process the CNS notice.



## New Information

**Periodic Reporting**[PB #08-13-OPE](#)

**LDSS-4791** is used at application, and recertification as well as for periodic reporting.

The CNS Notice generated on households with income contains the change reporting requirements listed in the **LDSS-4791**. However, if circumstances require that the CNS Notice be suppressed, JOS/Workers at Job Centers and Non-Cash Assistance SNAP Centers must complete the **LDSS-4791** and provide it to all households with income when new employment is reported and no earned income was previously budgeted.

Workers must use the Supplemental Nutrition Assistance Program (SNAP) Income Eligibility Guidelines Desk Guide (**W-204G**) to manually complete the **LDSS-4791**.

[PD #13-05-ELI](#)  
ABAWD Periodic  
Reporting

SNAP 25 Workers are required to access the ABAWD Work Requirement Compliance Tracking Calendar in SNAP POS for any cases in the ABAWD queue to determine if the information in the calendar is consistent with the information listed on the Periodic Report (or documentation submitted with the Periodic Report). The SNAP Worker must determine if an individual met the ABAWD requirements for any month that he/she was subject to them and whether the ABAWD should have been excluded for any months retroactive to January 2013. If there is a discrepancy, the Worker should enter a case comment in SNAP POS when processing the Periodic Report.

If any non-excluded ABAWD has three or more months of not meeting the ABAWD requirements and is not meeting the ABAWD requirements in the current month, the Worker must:

- close the case using case reason closing code **F94** which generates a CNS notice, if the household contains one person;
- close the ABAWDs line using individual closing code **F94** which generates a CNS notice, if the household contains more than one person.

NCA SNAP Only

**Retrieval of CNS Notice Number in SNAP TAD**[PB #11-96-SYS](#)  
New Information

The SNAP TAD window has been updated to automatically retrieve the latest pending notice number created by the Worker in the Client Notice System (CNS) in the Welfare Management System (WMS) for certain case openings, closings and rejections and pre-fill the **Notice #** field.

The Worker must ensure that the retrieved notice number is the correct notice number for their action.

**Notice Number Retrieval**

Revised

SNAP POS has been updated to connect to the WMS Pending Notice List screen (**WCN019**) and retrieve the pending notice number when the Worker runs the TAD business rules or clicks the **Next** button in the SNAP TAD. This will improve the accuracy of entries in the TAD and reduce errors in WMS.

New Information  
[PB #11-96-SYS](#)**Retrieval of Notice Number for Case Openings**

SNAP POS will pre-fill the **Notice #** field for SNAP case openings when:

- The Cash Assistance (CA) case status is changed to Single Issue (**SI**) or Active (**AC**),
- The CA opening code begins with **A** or **Q**, and
- The **M3E Indicator** field does not have a value of **A** (Manual Notice-Adequate Action) or **T** (Manual Notice-Timely Action).

**Retrieval of Notice Number for Case Rejections**

SNAP POS will pre-fill the **Notice #** field for SNAP case rejections when:

- The SNAP case status is changed to Rejected (**RJ**),
- The SNAP rejection code begins with **M**, **N**, **R**, **U**, **V**, **W**, or **I**, and
- The **M3E Indicator** field is empty.

The Supervisor performs the following:

#### New Information

- Match the notice number on the CNS Supervisory Review Report with the number entered in element **280** of the TAD, or entered in the POS TAD.
- Reviews the Turnaround Document (TAD) and the CNS notice to ensure that the Suffix and Line codes match.
- If the closing code involves excess income, ensure that the ineligible budget number is entered in element **016** (Ineligible Budget Number) of the TAD. Additionally, if another suffix is being kept active, enter the eligible budget number in element **015** (Budget Number).
- If necessary, return any errors to the responsible Worker for correction.
- After reviewing and approving the completed work, transmit the TAD to WMS by clicking the **Xmit** button on the **Approval** window in POS.

#### Accessing Pending Notices

The **Pending Notice List** screen allows staff with WMS access to view a list of all pending notices for a case. To access this screen:

- Enter the case number on the **WMS/Client Notices Subsystem Menu**.
- Select option **04** (Pending Notice Inquiry) and Transmit.

If there are no pending notices, the message “No Pending Notices For Case Number” appears.

## Pending Notice List screen

List of  
pending  
notices

WMS-DEV-M11PDZ - Reflection for ReGIS Graphics

File Edit Connection Setup Macro Window Help

WMS/Client Notice Subsystem  
Pending Notice List

Date 03/12/08  
Time 08:39:07

REG/CASE NO [REDACTED] SUFFIX 01 NAME PA OPENINGS

SUP REV	NTC UPD	NTC DEL	NOTICE NUM	DATE CREATED	TRANS TYPE	STATUS
[REDACTED]	-	-	N010098046	03/11/08	07	AWAITING AUTHORIZATION

Xmit \_

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## Notice History Screens

Authorized notices are stored in WMS up to six years after the case closes. The **Client Notices List** screen allows you to view all notices for a case. To access this screen:

- Enter the case number and suffix on the **WMS/Client Notices Subsystem Menu**.
- Select Option **11** (Notice History Inquiry) and Transmit.
- To get detailed information about a specific notice such as the closing code, enter an **X** in the **DT** field next to the notice number and Transmit.

## Client Notices List screen

Enter an X by  
requested notice  
and Transmit to  
view notice details

WMS-DEV-M11PDZ - Reflection for ReGIS Graphics

File Edit Connection Setup Macro Window Help

WMS/Client Notice Subsystem  
Client Notice List Screen

Date 03/12/08  
Time 08:41:56

CASE # [REDACTED] SUFX 01 NAME PA OPENINGS

TYPE SNFP	STATUS ACTIVE	OFFICE 035 UNIT	WORKER VAL00
05-CHANGE	00455465	02/20/08	TA56226X

Xmit \_

256, 2 VT400-7 -- m11pdz.nyc.state.ny.us via TELNET

- The **Client Notices Detail** screen appears. If there are no authorized notices, the message “No Authorized Notices for Case Number” appears.

#### Client Notices Detail screen

WMS-DEV-M11PDZ - Reflection for ReGIS Graphics

File Edit Connection Setup Macro Window Help

WMS/Client Notice Subsystem  
Client Notice Detail Screen

Date 03/12/08  
Time 08:43:30

Notice # WCN052  
CASE # WCN052 SUFFIX 01 ORIG 035 TRANS CH STATUS CHANGE  
NAME PA OPENINGS CH OFFICE/WORKER 035/VAL00 MAIL 02/20/08  
ADDR 80 MAIDEN LANE AUTH NO 00455465 HEARING #  
CITY NY ST NY ZIP 10038-0000  
ASSC 1 ASSC 3  
ASSC 2 ASSC 4

AID STATUS ENG/SPN S NOT IND A ONLINE N  
FOOD STAMPS MEDICAL ASSISTANCE  
CASE ACTION CH CH  
REASON CODES B20-NEW BGT AUTH B20-NEW BGT AUTH 756-CONTINU-FULL  
B17-AUTO TBA FS

EFFECTIVE DATE 02/20/08 02/20/08  
BUDGET VERSION 002 002

IND	CIN	IND	CIN	IND	CIN	IND	CIN
PA	PA	PA	PA	PA	PA	PA	PA
FS	FS	FS	FS	FS	FS	FS	FS
MA	MA	MA	MA	MA	MA	MA	MA

Print \_ Xmit \_

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### Obtaining Reprints or Copies of CNS Notices

#### Reprint of CNS Notice

Reprints of the original CNS notice can be obtained from the **Notice Reprint Cover Sheet information** screen, which can be accessed by any of the following methods:

- From the **Client Notices List** screen (shown on the previous page), enter an **X** in the **RP** field next to the number of the notice to be reprinted and Transmit.
- From the **Client Notices Detail** screen, enter an **X** in the **Print** field and Transmit.
- If the number of the notice to be reprinted is known, from the **WMS/Client Notices Subsystem Menu**, enter the case number and notice number, select option **12** (Notice History Reprint) and Transmit.

Once on the **Notice Reprint Cover Sheet Information** screen, enter the following and Transmit:

- Office ID, Worker ID, Worker name and Center number to which the notice is to be sent.
- Subject and message information to appear on the Notice Reprint Cover Sheet, if necessary. The Notice Reprint Cover Sheet will be the cover page of the notice.

#### Notice Reprint Cover Sheet Information screen

WMS-DEV-M11PDZ - Reflection for ReGIS Graphics

File Edit Connection Setup Macro Window Help

Picture (Device Independent Bitmap)

WMCN053 WMS/Client Notice Subsystem Date 03/12/08  
Notice Reprint Cover Sheet Information Time 08:46:40

NOTICE NUMBER: [REDACTED] CASE NUMBER: [REDACTED]

\* ENTER OFFICE/WORKER OR NAME \*

TO:  
OFFICE [ ] WORKER [ ]  
NAME [ ]

NYC CENTER [ ]

SUBJECT:  
[ ]

MESSAGE:  
[ ]

Xmit [ ]

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Enter Office ID, Worker ID, Worker Name and NYC Center number

Enter Subject and Message

All notice reprints are sent to the site overnight in batch format. The Control Unit will print all notices requested the previous day from the Print Distribution System (PDS).

#### Copy of CNS Notice

To obtain a copy of the original CNS notice, follow the instructions in the Guide to Using the COLD Application (**Attachment A**).

#### **Suppressing CNS Notices**

If a CNS code that begins with the letter **Y** is used, the CNS notice is automatically suppressed and there is no need to enter an **M3E** indicator on the TAD.

New Information

There are instances in which a CNS notice does not contain the required language, and a manual notice must therefore be issued. The automated CNS notice must be suppressed by entering one of the codes on the next page in Element **053 (M3E indicator)** of the TAD except when a WMS code that begins with the letter **Y** is used.

**Note:** In POS, the **M3E** Indicator can only be used by designated Staff, and its use must be authorized by the Center Director. There are few circumstances where a CNS notice is suppressed for SNAP.

Refer to the [M-42x](#) for appropriate uses of **M3E** indicator **A**.

An **M3E** code of **T** will not change a code that is Adequate to Timely.

- **A (Adequate)** – This code is to be used when a notification of an action taken or to be taken is needed. The code will override a timely 10-day notice and the intended action will take effect immediately. A CNS notice will not be produced.
- **T (Timely)** – This code must be used when an intended case action requires that the affected participant be informed a minimum of 10 days prior to taking the action, thus affording him/her the opportunity to resolve the issue before having the adverse action take effect. This code will allow the intended case action to clock down and will not produce a notice.

**Note:** A manual notice with the appropriate closing reason language and regulatory citations must be prepared and issued at the same time the intended action is submitted for data entry.

Refer to [PD #08-34-ELI](#) for details on OCSE sanction processing.

**Reminder:** When processing an OCSE sanction, if the CNS notice is being suppressed, enter **T** in the **M3E** field. OCSE sanctions require a Timely notice.

Revised

For both **M3E** indicators, a notice number must not be entered on the TAD.

**Note:** **M3E** indicator code **1** (Immediate Action for Administrative Reasons) will not suppress the CNS notice, and the action will take affect immediately (no clock down period).

## Error Messages and Correction

### Data Entry Errors

When data entering information on CNS, the system will indicate an error with a blinking field on the screen. A corresponding message will be displayed indicating the nature of the error. For an alphabetical listing of data entry error messages and their required corrective actions, see Section **H** of the New York State (NYS) Office of Temporary and Disability Assistance (OTDA)-produced Client Notices System Manual.



### Correction of Notices

To change a pending notice:

- Select option **03** (Notice Update) from the **WMS/Client Notices Subsystem Menu**.
- Access the CNS screens.
- Enter the correct information.
- Enter the new notice number in element **280** of the TAD.
- Resubmit the TAD and a new CNS Supervisory Review Report to the Group Supervisor for approval.

### Post Data Entry Errors

After data entry, any processing errors (e.g., WMS case data is not consistent with the CNS reason and transaction) will be listed on the Error Report (**WINR0125**).

If the error is on the TAD, POS will display the error in the Worker's Queue. Follow the current error correction procedure and resubmit the TAD and the CNS transaction for re-processing.

If incorrect information was entered on a CNS screen, follow the instructions in the above Correction of Notices section.

## Error Messages

The following are the most common error messages to appear on the Error Report and their required corrective action:

New Information and  
how to avoid error

- **E1538** (TAD Reason Code Requires Notice Information) – Required information must be entered on the CNS screens and the CNS notice number must be entered on the Turnaround Document (TAD).
- **E1562** (TAD Code and Notice Code Do Not Match). The Case Reason code entered on the TAD must match the Case Reason code on the CNS Notice.
- **E1565** (TAD Notice Not In CNS) – The notice number entered on the TAD is incorrect. Check CNS and enter the correct number on the TAD.
- **E1569** (Notice Budget Number Required) – The case was closed for excess income but the ineligible budget number is missing. Enter the ineligible budget number in element **016** on the TAD.

New information

**Note:** Codes that either require a notice or generate a notice, and codes that do not either require a notice or generate a notice cannot be used in the same transaction. For this reason, do not use **A32** on the Suffix level and **Y99** (Other – Manual Notice Required) on the line level or; **Y45** (Other (Manual Notice Required) on the suffix level and **F92** (Ineligible Alien (HH=1) (Failure to Provide Proof or Citizenship or Eligible Alien Status) on the line level.

## **Control Unit Reports**

CNS produces several reports that are assigned to PDS and are specific to CNS case actions taken as follows:

- **CNS00000** (Cover Page) – This cover page is produced daily and lists all possible CNS Reports. Reports generated for the specified location are identified with an **X** next to the report.
- **CNS00001** (Informational) – This report lists TAD's processed with a timely (**T**) or adequate (**A**) value in the **M3E** indicator field. These cases will require manual notices as the automated CNS notices were suppressed.

- **CNS00005** (Manual Notice Required) – This report lists all **Y98** and **Y99** closings where a manual notice is required.
  - **CNS00006** (Participant Notices Not Generated) – This report lists all closings not requiring a notice except for **Y98** (Other – Manual Notice Required [No MA Ext]) and **Y99** closings that are listed on report **CNS00005**. This report also lists all closing codes that start with the letter **Y**.
  - **CNS00009** (Manual Notice Required) – This report lists notices with data errors that prevented the generation of the notice.
- 

## PROGRAM IMPLICATIONS

SNAP Implications	The CNS notice will have the appropriate SNAP language based on the case action.
Medicaid Implications	The CNS notice will have the appropriate Medicaid (MA) language based on the case action.

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## LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS

For Limited English-Proficient (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-OPE](#).

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## FAIR HEARING IMPLICATIONS

Avoidance/ Resolution	Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.
Conferences at Job Centers	An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Centers, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent (NOI) needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will Settle in Conference (SIC), post Action Code **820** (Good Cause Granted) or **820H** (Good Cause Granted for WeCARE infractions), refer the applicant/participant back to the JOS/Worker by posting Action Code **10FH** or **16FH** (for referrals back to WeCARE) and enter detailed case notes in New York City Accountability, and You (NYCWAY).

The AJOS/Supervisor I will forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), change the **02** to **01** if the case has been granted Aid to Continue (ATC), or prepare and submit a CA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the participant fails to show good cause for the infraction or if it is determined that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete an **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

**Conferences at NCA SNAP Centers** If an applicant/participant comes to the SNAP Center and requests a conference, the Receptionist must alert the Center Manager's designee that the applicant/participant is to be seen. If the applicant/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Center Manager's designee. In Model Centers, the Receptionist at Main Reception will issue a SNAP Conf/Appt/Problem ticket to the applicant/participant to route him/her to the Non Cash Assistance (NCA) Reception area and does not need to verbally alert the Center Manager. The NCA Receptionist will alert the Center Manager's designee once the applicant/participant is called to the NCA Reception desk.

The Center Manager's designee will listen to and evaluate the applicant's/participant's complaint regarding the adverse action. After reviewing the documentation, case record and discussing the issue with the Group Supervisor/Eligibility Specialist, the Center Manager's designee will decide to resolve or defend the case based on all factors and on whether the case was closed correctly.

The Center Manager's designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

**Evidence Packets** All Evidence Packets must contain a detailed history (e.g., copies of POS "Case Comments" and/or NYCWAY "Case Notes," History Sheet [**W-25**]), copies of relevant WMS screen printouts, notices sent and other documentation relevant to the action taken.

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## REFERENCE

[Client Notices System \(CNS\) Manual](#)  
SSL 345


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## RELATED ITEMS

[PD #03-48-ELI](#)  
[PD #08-23-OPE](#)  
[PD #08-34-ELI](#)  
[PB #11-96-SYS](#)  
[PB #12-44-SYS](#)

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## ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

<b>Attachment A</b>	Guide to Using the COLD Application
<b>Attachment B</b>	Manual Notice Requirements CA and SNAP
<b>Attachment C</b>	CNS Notice Requirements for NCA SNAP Only

## Guide to Using the COLD Application

To obtain a copy of an original Client Notice System (CNS) notice, access the Computer Output to Laser Disk (COLD) application as follows:

- Click on the **CENTRPORT NYS** icon on your desktop.

**Note:** Contact your system administrator if this icon is not available on your desktop.



## Attachment A (page 2) – PD #14-02-SYS

- The **MY NY.govOnline Services** page appears. Enter your **Username** and **Password** and click the **Sign In** button.

**Note:** Username is the WMS User ID. Contact your system administrator if you do not have access to the Centraport system.

New screen

Enter Username and Password

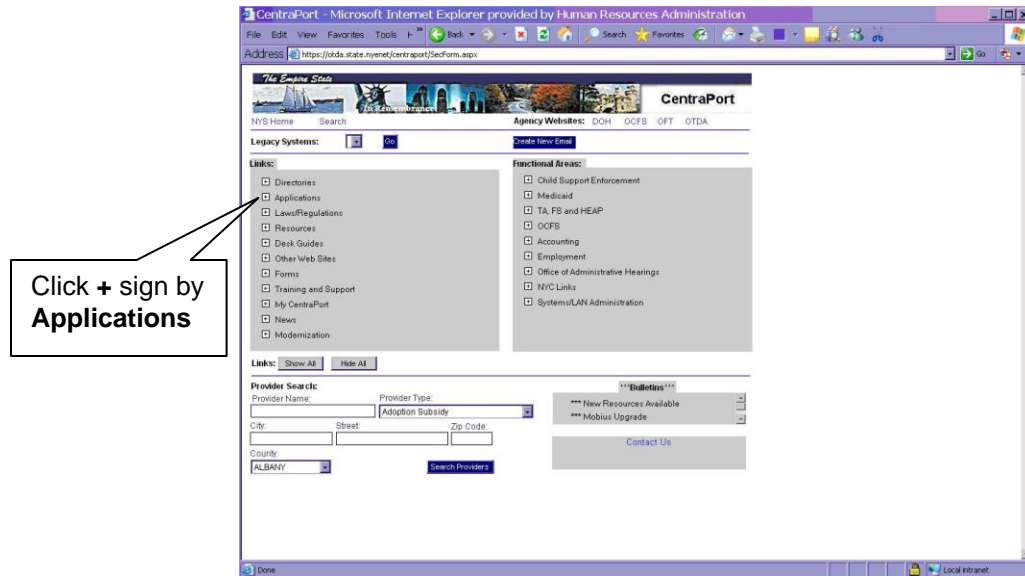
- The **Welcome to CentraPort** page appears with confidentiality and authorization information. Click the **Agree** button to consent and continue.

Click Agree

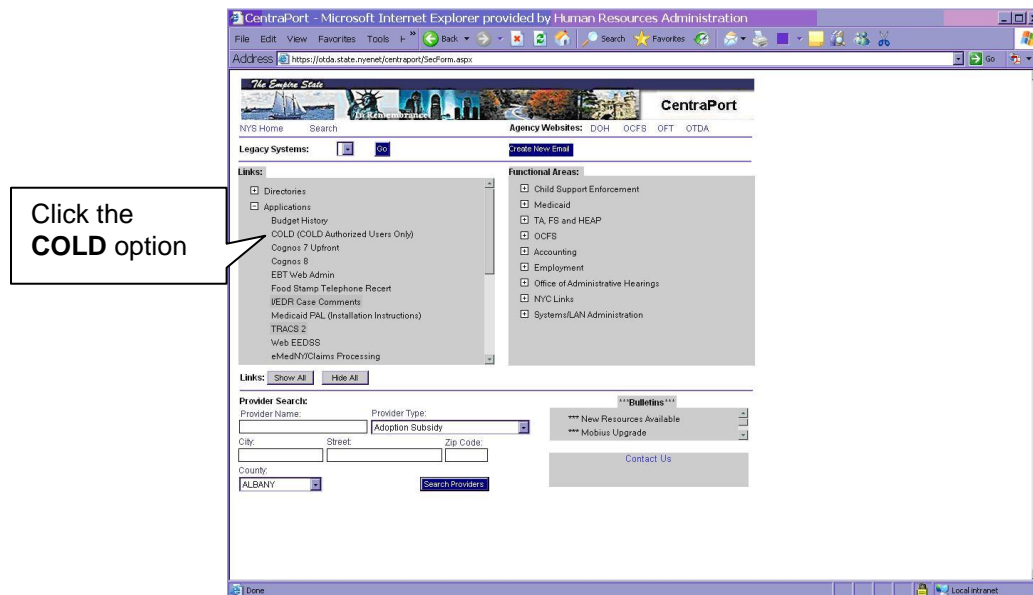


## Attachment A (page 3) – PD #14-02-SYS

- The **CentraPort** homepage appears with a menu of options. Click the + sign by the **Applications** option.

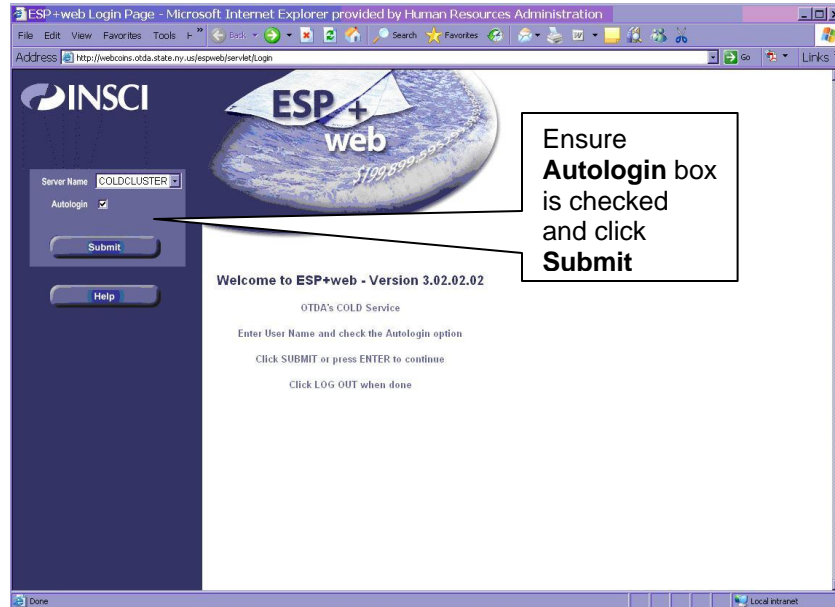


- A menu of applications appears. Click the **COLD (COLD Authorized Users Only)** option. A pop-up window appears to inform you that you are about to leave a secure Web site. Click the **Yes** button to continue.

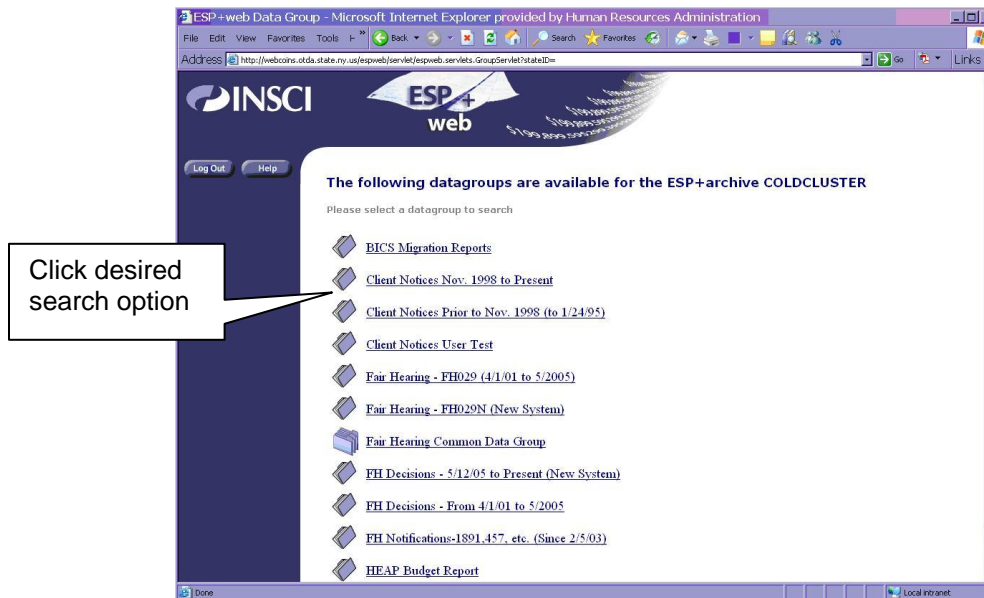


## Attachment A (page 4) – PD #14-02-SYS

- The **ESP+Web** page appears. Ensure the **Autologin** box is checked and click the **Submit** button.



- The **Datagroup Search** page appears. Click the **Client Notices Nov. 1998 to Present** or **Client Notices Prior to Nov. 1998 (to 1/24/95)** option based on the date of the original CNS notice.



## Attachment A (page 5) – PD #14-02-SYS

- The selected Data Group search page appears. Enter search criteria such as:

- Notice Number
- Unit Number
- Unit/Worker Name
- Telephone Number
- Case Number
- Case Name
- Office Number
- Worker Number
- Date
- Location

ESP+web Search Page - Microsoft Internet Explorer provided by Human Resources Administration

Address: <http://webcoinc.state.ny.us/espweb/ser/vet/espweb.servelets/SearchServlet?DatagroupName=A001>

INSCI ESP+web

Log Out Help

Clear Fields

Search

Datagroups Page

**Data Group: Client Notices Nov. 1998 to Present**

The "Client Notices Nov. 1998 to Present" data group has been indexed with the following keys. To search for a document, fill in the search criteria and click on the Search button.

Saved Queries: New Query Save Delete

Notice Number [ ] [ ]

Unit No [AND] [ ]

Unit/Worker Name [AND] [ ]

Telephone No [AND] [ ]

Case Number [AND] [ ]

Case Name [AND] [ ]

Office No [AND] [ ]

Worker No [AND] [ ]

Date [AND] [ ] [AND] [ ] (MM/DD/YYYY)

Location [AND] [ ]

Enter search criteria

- After entering the search criteria, click the **Search** button. The **Search Results for Data Group** page appears with the search results.

## Attachment B – PD #14-02-SYS

### Manual Notice Requirements CA and SNAP

#### Manual Notice

**A CNS notice is not used and a manual notice must be sent when any of the following occur:**

- An **M3E** indicator of **A** (Adequate) or **T** (Timely) is entered in element **053** (CNS Notice Suppressed) on the TAD.
- A code that starts with the letter **Y** is used to close or open a case (e.g., **Y99** [Other – Manual Notice Required]).
- Multiple CA denial/closing reasons (e.g., **N15** [Failure to Keep Appointment] and **U40** [Excess Resources]) are used.
- One of the following Case Status changes occurs:

From			To		
CA	MA	FS	CA	MA	FS
SI	AP	NA	AC	AC	AC
SI	AP	AP	SI	AP	AC
SI	AC	AP	SI	AC	SI
AC	AC	AP	AC	AC	AC
AP	AP	SI	AP	AP	AC
AP	AP	SI	SI	AP	SI
SI	AP	AC	AC	AC	AC
AP	AP	SI	RJ	RJ	CL
SI	AP	AP	CL	RJ	RJ

#### POS Alert for Manual Notice

In instances where a manual notice is required, POS will alert the JOS/Worker that he/she must complete the Action Taken on Your Application: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage (NYC) Part A ([LDSS-4013A NYC](#)) and Action Taken on Your Application: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage (NYC) Part B ([LDSS-4013B NYC](#)). All staff must ensure that the appropriate language and citation(s) are used on the notice and that a notice number is not entered in element **280** of the TAD.

#### Supervisor Responsibility

The Supervisor must ensure that the correct Reason and regulatory citations are entered on the manual notice.

## Attachment C – PD #14-02-SYS

### CNS Notice Requirements for NCA SNAP Only

Staff at the NCA SNAP Centers can create CNS notices for SNAP Opening Code **Q22** (Expedited - Pended Verification [To be used only for NPA/SNAP cases.]).

POS has developed functionality to automatically create Client Notice System (**CNS**) notices. In the first phase, the automatic notice creation is only for limited reason codes. The Worker initiates the creation of the notice by clicking on the new “**Create CNS**” button on the **TAD** window. In phase I, the button will be available for SNAP opening code **Q22**.

The screenshot displays the 'Food Stamp TAD Window' with a tab labeled 'ELIGIBILITY'. The window is divided into several sections for data entry. At the bottom, a row of buttons includes 'Next', 'Previous', 'Ignore Errors', 'Show Individual Data', 'Run Rules', and 'Create CNS'. The 'Create CNS' button is highlighted with a red rectangle. The form fields include: Case Number, Suf, Center, Unit Worker, Rule Status, Proj.No, Acct.No, Reuse case No, Case Suffix, M3E Ind, WMS Bdt#, Notice Bdt#, Notice #, APP SRC, Case Name, Language, Language Read, Notice Language, FSINTW, Homebound Ind (Yes/No), Category, Prg, Status, Status Reason, From Date, To Date, Individual Name, Line#, CIN, Prg, Status, Deny?, Status Reason, and Date.

During the notice creation, POS will retrieve from the **Interview** windows the information about the missing documents that the applicant needs to return and post it to the Client Notice System. The created notice number is displayed on the **Notice #** field on the **TAD** window.

The entries for the notice are based on the Worker's selection in the **Document** boxes in the **SNAP Application Interview** and ensure that the eligibility factors noted on the CNS notice and the Documentation Requirements and/or Assessment Follow-Up Form (**W-113K**) match.

In the first phase, the notices are created only when the following conditions are met:

#### For NCA SNAP Cases:

- The activity is **ESNAP Issuance (NCA SNAP Case)** or **EC (Error Correction)- ESNAP Issuance (NCA SNAP Case)**
- The SNAP suffix status is changed from **AP** (Applying) to **SI** (Single Issuance) on the TAD
- The SNAP suffix reason code is **Q22**.
- The case is eligible for the Expedited SNAP benefits and the Grant Data entry window is annotated with SNAP issuance code **55** (Expedited Service - Not Verified for NPA/SNAP cases).

**POS Alert for NCA SNAP Manual Notices**

NCA SNAP Center staff must use:

- the Action Taken on Your Food Stamp Benefits Case (NYC) ([LDSS-3152 NYC](#)) to inform SNAP households of their SNAP benefit eligibility determination.
- the Notice of Intent to change Supplemental Nutrition Assistance Program (SNAP) Benefits (Timely and Adequate) (NYC) (**LDSS-3620**) or the Notice of Intent to Change Supplemental Nutrition Assistance Program (SNAP) Benefits (Adequate Only) (NYC) (**LDSS-3621**) to inform SNAP households of a change in benefits.

All staff must ensure that the appropriate language and citation(s) are used on the notice and that a notice number is not entered in element **280** of the TAD.

**Supervisor Responsibility**

The Supervisor must ensure that the correct Reason and regulatory citations are entered on the manual notice.