

Onondaga County

Department of Social Services -

Economic Security



**The mission of the Department of Social Services –
Economic Security is to accurately and efficiently administer
economic support and services to county residents in a respectful
manner where each person is treated fairly.**

**Our staff is responsible for following state and federal guidelines for
delivering appropriate assistance.**

**The delivery of services will be conducted in a safe and supportive
environment for members of our staff and the public.**

**Our goal is to help people achieve their highest level of independence
by providing quality service in a timely, efficient and dignified
manner.**

DISCLAIMER:

The contents of this material are designed as an overview for public information and customer service purposes only. All program activities of the Onondaga County Department of Social Services-Economic Security (DSS-ES) are ultimately directed by local, state and federal law, regulations and administrative guidance. Where inadvertently a contradiction may appear in these materials, Onondaga County specifically states that appropriate and relevant local, state and federal law governs.

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For more specific details on social services programs' rights and obligations, please read the appropriate guidance materials published by New York State regulatory agencies, some of which are listed below:

From the New York State Office of Temporary and Disability Assistance (OTDA):

[Book 1](#) “What You Should Know About Your Rights and Responsibilities”

[Book 2](#) “What You Should Know About Social Services Programs”

[Book 3](#) “What You Should Know If You Have an Emergency”

For more in-depth information on Employment and Income Support Programs, please refer to [OTDA's Temporary Assistance Source Book](#) and [OTDA's Temporary Assistance and Food Stamp Employment Policy Manual](#)

For more in-depth information on Supplemental Nutrition Support Programs, please refer to [OTDA's Supplemental Nutrition Assistance Program \(SNAP\) Source Book](#)

From the New York State Department of Health (DOH) and for more in-depth information on Medicaid eligibility for NYS, please refer to: [Medicaid Reference Guide](#)

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DSS-ES Overview

The Onondaga County Department of Social Services-Economic Security (DSS-ES) provides a variety of services to Onondaga County residents who are in need. There are over 460,000 men, women and children residing in Onondaga County. Any eligible person in the county can receive DSS-ES services.

The services can be classified into two different categories:

Financial Assistance: Cash assistance and in-kind benefits. This includes Public Assistance (PA), Medical Assistance or Medicaid (MA), Supplemental Nutrition Assistance Program (SNAP), Childcare Services and the Home Energy Assistance Program (HEAP).

Bureau of Child Support Services (BCSS): Includes activities for the establishment and enforcement of support obligations with the goal of securing or maintaining self-sufficiency for the custodial parent.

Funding: Funding for public welfare programs is generally done by specific formulas. The cost of each program is shared between the federal, state, and local levels.

Federal/State/Local Relationships

There are three levels of government involved in the public welfare system: Federal, State, and Local.

Federal: The U.S. Department of Health and Human Services (DHHS) and the U.S. Food and Drug Administration sets policies and establishes regulations in compliance with Federal legislation.

State: New York State legislation complements federal law making possible those activities that may differentiate New York from other states. There are two primary New York State government agencies responsible for public welfare programs and services:

The Office of Temporary and Disability Assistance (OTDA) is responsible for supervising programs that provide assistance and support to eligible families and individuals. OTDA's functions include but are not limited to: Providing temporary cash assistance; providing assistance in paying for food; providing heating assistance; overseeing New York State's child support enforcement program; supervising homeless housing and services programs; providing assistance to certain immigrant populations; as well as overseeing the local employment program.

New York State Department of Health (NYSDOH). As required under Section 1902 of the Social Security Act each state develops its own Medicaid Plan and in doing so, agrees to conform to the requirements of the Act and all other applicable federal statutes and regulations related to the Medicaid program. NYSDOH is the state agency that oversees Medicaid in New York state. NYSDOH dictates the policies and procedures that the state will follow in administering the Medicaid program, including those related to eligibility criteria, covered services, and reimbursement methodologies, to name a few.

Local: Onondaga County DSS-ES plans and implements activities in accordance with federal, state, and county laws and regulations. Each of the 58 counties in New York State has its own social services department. The County Executive and Legislature provide additional guidance and sometimes local funding where they deem appropriate to meet the needs of Onondaga County Residents.

DSS-ES Programs

- **Temporary or Public Assistance**

Public Assistance (PA) is a program, which provides temporary help for needy men, women and children. Temporary Assistance is a cash grant set by New York State and includes a basic flat grant, home energy allowances, a shelter allowance, and a heat grant if heat is not included in the rent. Persons eligible for Temporary Assistance are, with few exceptions, eligible for Medicaid and usually for SNAP. Special emphasis is placed on the temporary and transitional nature of assistance benefits and the need to assist clients in their move toward self-sufficiency. Temporary Assistance is located on the 2nd floor of the Civic Center.

Who is Eligible:

There are two Public Assistance Programs:

- **Family Assistance (FA)**

Operates under federal Temporary Assistance for Needy Families (TANF) guidelines and provides cash assistance to:

- a parent with a minor child
- families where both parents are in the household
- a caretaker relative

PA eligibility includes complying with federal work requirements. As a further condition of FA eligibility, each person who applies for or is receiving FA is required to cooperate with state and local social services departments in efforts to locate any absent parent and obtain support payments. Non-cooperation without good cause could result in lower FA benefits.

- **Safety Net Assistance (SNA)**

Operates under federal and state guidelines and provides cash assistance to:

- Single adults
- Childless couples
- Children living apart from any adult relative
- Families of persons found to be abusing drugs or alcohol
- Families of persons refusing drug/alcohol screening, assessment or treatment
- Persons who have exceeded the 60-month federal limit on assistance
- Undocumented immigrants who are eligible for temporary assistance, but who are not eligible for federal reimbursement

- **The Interview Process**

- After the application has been submitted, the applicant will be called for an interview. Interviews are conducted in a private space.
Note: All attempts are made to see clients the same day their application is complete. However, due to fluctuations in volume, it may sometimes be necessary for the client to return the next day.
 - During the interview, the worker will make necessary or requested accommodations or assist with any barriers due to language or medical issues. DSS-ES utilizes a contracted interpretation service.
- During the interview process, a determination regarding client employability will begin.
 - An appointment will be with the department's employment contractor, JOBSPlus! Their staff will review the case and make a final employability determination. A comprehensive outline of JOBSPlus! is offered later in this document.
- During the interview process, eligibility for expedited SNAP benefits, eviction/housing emergencies, and other immediate needs are determined.
- If domestic violence, refugees or inpatient drug/alcohol issues are determined, the applicant will meet with staff who specialize in these areas.
- During the interview, the A/R (applicant or recipient, recipient referring to an applicant of one program who is currently receiving other DSS-ES program benefits) may be asked to explore the use of "community resources," which may include parents, family members, friends, religious organizations, social organizations etc., that may meet the need or needs of the A/R in lieu of, or in addition to, Temporary Assistance. If it is determined that these resources are available, the A/R must explore and make use of them to help meet their needs, including emergency needs, as a condition of eligibility for Temporary Assistance, or provide the worker with good cause for not doing so.
- At the end of the interview, the applicant will receive a letter informing them of what additional information is needed to complete the application process (see below chart). The letter will include the worker's name and telephone extension. **The applicant has 10 days to submit the required information.**

Note: If the applicant indicates barriers to providing requested information, they are entitled to ask the worker for assistance. **For most sources of income, Temporary Assistance workers must calculate ongoing benefits using "gross" levels of earned income and unearned income, rather than what an applicant may actually take home after mandatory or voluntary deductions or adjustments. Reportable income can also include gifts or expenses that are covered by other people or entities. Different kinds and sources of income may be exempt from consideration.**

- **Required Documentation**

The below chart includes documentation that is required by the State and Federal government. The most common documents are listed. In some cases, additional requirements may be required.

What an A/R May be Asked to Prove	Accepted Documents
Proof Identification	Photo ID, driver's license, U.S. passport
Age of Each Applying Household Member	Birth or baptismal certificate, hospital records, driver's license
Proof of Residency	Current rent receipt, mortgage records, statement from landlord, internet bill
Household Composition/Size	Statement from non-relative landlord, school records
Shelter Expenses	Current rent receipt, current lease, mortgage records, property and school bills, telephone bills, tax records, sewer and water bills, fuel bills, utility bills, internet bill
Social Security	Social Security Card, official correspondence from SSA
Absent Parent Information	Attend required child support appointment
Citizen or Current Alien Status	Birth certificate, U. S. passport, military service records, naturalization certificate, and U.S. Citizenship and Immigration Services documentation
Drug/Alcohol Dependency	Alcohol/drug screening and assessment
Earned Income (including Self-Employment)	Current pay stubs, statement from employer, tax records, business records
Child Support or Alimony	Statement from Court, statement from person paying support
Social Security Benefits	Current benefit check or current award letter
Veteran's Benefits	Current benefit check, current award letter, official correspondence from U.S. Department of Veterans Affairs
Unemployment Insurance Benefits	Official correspondence from New York State Department of Labor
Interest and Dividends	Statement from bank, Credit union or broker
Educational Grants and Loans	Statement from school or bank, current award letter
Worker's Compensation	Current award letter or check stub
Bank Accounts (Checking, Savings, Credit Union, etc.)	Bank records or Credit Union records
Burial Trust or Fund	Copy of burial agreement
Burial Plot or Agreement	Statement from cemetery or funeral director, copy of burial plot deed
Life Insurance	Insurance policy

Real Estate Other Than Current Residence	Deed, appraisal/estimate of current value by real estate broker
Motor Vehicle	Registration, title of ownership, financing information
Stocks and Bonds	Stock certificates, bonds
School Attendance of Those Attending School	School records, statement from school
Health Insurance	Insurance policy, insurance card, statement from provider of coverage, Medicare card
Paid or Unpaid Medical Bills	Copy of each bill and proof of payment if a paid bill
Disabled/Incapacitated/Pregnant	Statement from medical professional, proof of Social Security Disability or Supplemental Security Income (SSI) benefits
Other Expenses/Dependent Care Expenses	Cancelled checks or receipts, statement from child care provider, court order, statement from aide or attendant

- **Eligibility Notifications and Waiting Periods**

Family Assistance Applicants:

- Applicants should discuss any emergencies during their eligibility interview
- Applicants will be notified in writing if they are not eligible. The letter will indicate the amount that the clients will be allotted (i.e. PA grant)

Safety Net Applicants:

- According to New York state regulations, there is a **45-day wait** for Safety Net applicants. This means that if eligible, assistance will not be available until the 45th day after filing a SN application.
 - The 45-day wait DOES NOT pertain to SNAP benefit or MA coverage
 - Applicants should discuss any emergencies during their eligibility interview
 - Applicants will be notified in writing if they are not eligible. If deemed eligible, the letter will indicate the amount that the client's benefits (i.e. TA grant)

- **After Hour Emergencies**

An emergency is an urgent need or situation that has to be taken care of right away. **All Emergencies outside of DSS-ES business hours (8:00-4:30) are handled by 211.** Their website is www.211cny.com

Some examples of an emergency are:

- Homelessness
- Little or no food available
- Pending eviction
- No fuel for heating in the cold weather period
- Utilities are shut-off or are about to be shut-off, or have a 72-hour disconnect notice

You **DO NOT** have to be eligible for ongoing Temporary Assistance to receive Emergency Assistance. Any persons experiencing an emergency situation may be eligible for emergency assistance. Some examples of emergency assistance include, but are not limited to:

- Payment of rent/mortgage
- Payment of utility arrears
- Payment of fuel and/or cost of fuel delivery
- Furnace repair/replacement
- Payment of Domestic Violence Shelter costs
- Payment of Temporary Housing (shelter) costs

When eligibility is established, payments may be authorized for one of the following emergency programs:

- **EAA** - Emergency Assistance to Adults provides assistance for individuals and couples who have been determined eligible or are receiving SSI (Supplemental Security Income)
- **EAF** - Emergency Assistance to Needy Families provides assistance to meet the temporary needs of pregnant women and families with at least one child under age 18, or under age 19 and regularly attending full time secondary school
- **ESNA** - Emergency Safety Net Assistance provides assistance to single adults and childless couples

Note: There are special rules for undocumented immigrants who do not have documents that permit them to reside legally in the US., and they may be eligible only for certain kinds of emergency benefits.

- **Refugees**

Any person identified as a refugee works with either Catholic Charities or Interfaith Works upon their initial settlement in Syracuse. The Office of Refugee Resettlement (ORR) was established by Congress under the Refugee Act of 1980. This Act incorporates the definition of “refugee” used in the United Nations Protocol, and makes provision for regular flow as well as emergency admission of refugees, and authorizes federal assistance for the resettlement of refugees.

Catholic Charities and Interfaith Works have, at the date of this publication, federal contracts to cover the costs and needs for the first 30 days a refugee is here. This includes, but is not limited to, finding an apartment, furnishings, clothing, security deposit and first month’s rent, establishing a utility account, food and assisting with a Health Insurance Navigator to enroll them in Medicaid. Again, these services are provided by not-for-profit organizations with federal assistance for the resettlement of refugees.

Additionally, Interfaith Works and Catholic Charities work closely with DSS-ES to ensure every refugee meets with an eligibility worker so that the process of opening a PA Case can be initiated. According to established guidelines, eligibility is to occur by the 31st day of an eligible refugee residing in our community, their PA case becomes active, SNAP is activated and assistance with job training and education has begun. Prior to 31 days, DSS-ES has issued SNAP benefits to eligible refugees.

The Federal government reimburses 100% of benefits costs to the County for the first 8 months. Eligible refugees must pursue employment on the 9th month to continue receiving PA benefits.

- **Additional Information**

Change of Information: During the application process, any change in circumstances, such as household composition, income or change of address need to be reported:

- When moving to a new residence, it is the client’s responsibility to verbally or in writing, notify the landlord at least 30 days in advance that they are moving
- When moving to a new residence, the client must also notify their PA worker at least 30 days in advance from the date they wish to move. This allows the Temporary Assistance Office sufficient time to send notification to the landlord / property owner that the rent payment from the agency will end and to process the changes

Security Deposit Agreement: When needed, Onondaga County Department of Social Services – Economic Security offers a Security Deposit Agreement to landlord/property owners in lieu of an upfront cash security deposit for Public Assistance recipients. Payments made to landlords for repair of damages above normal wear and tear caused by the recipient are recoverable from the Temporary Assistance recipient either by recoupment of the Temporary Assistance benefit amount or by cash repayment if the Temporary Assistance case closes.

For more information on the Security Deposit Agreement go to www.ongov.net / Departments / Click on the link to Social Services-Economic Securities/ Select Temporary Assistance and scroll to the bottom of the page to “Renting to a TA client.” Landlords and property owners may use this website to learn more about renting to individuals receiving Temporary Assistance.

Benefit Limits: There is a 60-month limit on the receipt of Family Assistance benefits funded under the federal TANF (program and some Safety Net Assistance (SNA). Additionally, a payment² for regular maintenance needs under the Emergency Assistance to Families with Children (EAF) are included in the 60-month count.

² Any EAF payment made prior to December, 1996 is not counted in the 60-month period.
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Generally, one can receive cash SNA for a maximum of two years in a lifetime. After that, if eligibility continues, it is provided in non-cash form (sometimes referred to as indirect assistance, such as a direct payment to the landlord or to the utility company). In addition, non-cash SNA is provided for:

- Families of persons found to be abusing drugs or alcohol
- Families of persons refusing drug/alcohol screening, assessment or treatment
- Families with an adult who has exceeded the 60-month lifetime time limit

After 60 months of receiving benefits, if ongoing eligibility is determined, benefits are provided in non-cash form, such as a direct payment to the landlord or to the utility.

Temporary Assistance Undercare (Active or Open Cases)

- **Eligibility**

- the client's public assistance case is active (open) and handled by the Temporary Assistance Undercare units.
- Workers in the TA Undercare units are responsible for caseloads averaging 200-250 households.
- Workers are responsible for all required work on active and closed cases including emergencies such as evictions, heat/utility shut-offs, homelessness and all paperwork associated with these emergencies.
- There are specialized staff in TA Undercare that are dedicated to clients whose case involves drug/alcohol and domestic violence.
- Clients can reach the Temporary Assistance Undercare department by calling 315-435-2700 and by following the appropriate prompts.

- **Public Assistance Recertification**

In accordance with regulations, PA cases are authorized for 6-12 months. At the end of that period, a review regarding ongoing eligibility occurs. Prior to the end of the authorization period:

- The client is sent a recertification packet which includes a recertification application and an interview appointment letter.
- Clients should contact their worker as soon as possible if appointment needs to be rescheduled or with any questions. Not attending the interview appointment or rescheduling for a later date could cause a delay in benefits.
- Those recipients who are eligible for a 12-month authorization period will receive a mail in questionnaire midway through their authorization period. This must be completed and returned by the stated due date to continue receiving benefits.

- **The Recertification Process**

- Recertification's are held on the 13th floor of the Civic Center
- Clients should arrive 15 minutes early to check in
- Clients are to bring the completed recertification packet and verification of any household changes (such as changes in rental expense, income, or if anyone has moved into or out of the household)
- The client will have an in-person interview with their worker at this time
- If additional information is needed, the client will be issued a letter indicating what is needed. The requested information must be submitted within 10 days

- **Employment Requirements for Temporary Assistance**

Applicant Job Search

Applicants deemed employable are expected to:

- Search for employment and keep all required assessment and job search appointments throughout the application process until they find employment
- Actively seek employment with employers that are hiring

- Provide proof of their job searching efforts at regular intervals during the applicant process
- If applicants have not found employment prior to the opening of their Temporary Assistance case, they will be expected to continue to job search until they find a job. The purpose of this ongoing job search is not simply to meet Temporary Assistance requirements but to find and keep employment

Employment Program Requirements and Activities

All clients, where possible, are required to participate in a minimum of 35 hours of work activities weekly. Clients will meet with a job coach to determine which activity or mix of activities will be the most effective in helping them gain employment.

Possible activities include:

- Short-term Vocational Education or Job Skills Programs, which include career or job oriented certificate programs up to and including two-year college degree programs
- Job Readiness Training, which provides instruction on how to obtain and retain employment
- Supervised Job Search
- Unsubsidized (Paid) Employment
- Subsidized Employment, in which DSS-ES pays a portion of the wages to the employer. Wages are budgeted the same as unsubsidized employment. Participants whose case closes due to excess income can be eligible for transitional benefits
- Work Experience Program: Unpaid on-the-job training conducted at public or non-profit agencies that provides current job experience, attainment of soft and hard skills, and references for individuals on Temporary Assistance
- Community Service, which consists of volunteer activities, must be supervised, and for which attendance must be reported weekly
- Educational training such as high school diploma (TASC), English for Speakers of Other Languages, and Adult Basic Education classes
- High School education for adult students 18 and older

• Substance Abuse Screening

All applicants of Temporary Assistance are required by Federal regulation to be screened for drug and or alcohol abuse. During the eligibility interview, a screening form is completed by the applicant. Applicants who screen positive for substance abuse must attend an appointment with a Certified Alcohol and Substance Abuse Counselor (CASAC) for an assessment.

The CASAC will determine if the applicant's use of drugs and/or alcohol interferes with the applicant's ability to work. If the CASAC determines that the applicant is in need of substance abuse treatment:

- and **unable** to work in any capacity, the CASAC will make a referral to a substance abuse treatment program.
- and is also **able** to work, the applicant will meet with a JOBSplus! job coach who will assign additional work activities that do not interfere with treatment.

If the CASAC determines that the applicant is not in need of substance abuse treatment, the applicant will be referred to a JOBSplus! job coach who will assign appropriate employment activities.

- **Disability Review Process**

Clients who report barriers to self- sufficiency due to a physical or mental health condition must provide verification of their disability.

JOBSplus! will provide a form the client may take to their provider, but alternate written documentation is acceptable. For example, a doctor’s note or other medical record that includes a diagnosis, the client’s functional limitations, and the expected duration of the disability, is acceptable.

- Documentation submitted to verify a client’s disability must be signed by a medical professional and dated within 30 days of submission.
- Medical documentation supporting a disability must generally be submitted to DSS or JOBSplus! within 10 days of the request. Extensions may be granted on a case-by-case basis.
- Clients who do not have a doctor, or who cannot connect with a doctor, may be referred for an assessment to the department’s contracted assessment experts (which, at publication) are Industrial Medicine Associates (IMA) and Crouse Hospital

Based on the documentation provided, clients who are determined to be completely disabled are exempt from employment activities for the duration of the documented disability. However, during this period, clients are still required to complete an employment assessment with JOBSplus! and attend all treatment as prescribed.

Clients who are determined to be partially disabled based on the documentation provided will also be required to complete an employment assessment with JOBSplus! and to participate in work activities to the extent that they are able to do so based on their documented limitations.

Clients who have a documented disability may be asked to enter into a Restoration to Self Sufficiency Plan. The Restoration to Self Sufficiency plan will assist clients in achieving a higher level of self-sufficiency by requiring the client to follow treatment recommendations, which may include:

- Regularly schedule, attend and provide proof of compliance with physical therapy sessions
- Regularly schedule, attend, and provide proof of compliance with mental health therapy sessions
- Keep all follow up appointments with health practitioners
- Schedule and attend all specialist appointments as directed by the primary health practitioner or by the district’s practitioner

Clients are required to provide updated medical documentation at the end of the duration of the disability as determined by the most recent statement from a medical provider, but no less than annually. Failure to submit medical documentation as required by the agency may result in the loss of benefits. Clients should always contact their JOBSplus! worker for assistance if they are having trouble providing the required medical documentation.

Clients who meet the criteria for benefits under a claim for worker’s compensation based on work-related accident or illness, will generally be required to apply for that benefit.

Clients who meet the criteria³ for federal benefits under the Social Security Administration, including Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI) may be required to apply for

³ You are considered disable under Social Security rules if:

- You cannot work due to a medical condition;
- You cannot do work that you did before;
- The Social Security Administration decides that you cannot adjust to other work because of your medical condition(s);

AND

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the application benefit. Clients will be assisted in applying for SSI by specially trained DSS-ES and JOBSPlus! Staff.

SSI recipients will also generally be eligible for additional benefits under the State Supplemental Program (SSP) administered by the OTDA. As long as an applicant is in receipt of ongoing SSI benefits, the recipient will also be eligible for Medicaid and SNAP benefits. The combined benefits that successful SSI applicants acquire are almost always greater than the TANF benefits they received when on PA.

- **Additional Information**

When a household is no longer in need of TA benefits:

- Recipients should contact their worker via telephone, fax, postal mail, email⁴ or in person to request their case closed. Requests to close case should include: reason for request, new address if applicable (to ensure the closing notice goes to the correct address) and current phone number.
- Recipients MAY continue to be eligible for SNAP and MA if the PA case closes. A worker will determine eligibility for those programs upon request at case closing.
- If a recipients' case is closed due to new employment, they MAY be eligible for Transitional Benefits Alternative (TBA) which would allow the household to receive an unchanged SNAP benefit to assist with the transition from needing PA benefits.

When financial circumstances change:

- Changes in household circumstances which occur during the PA certification period must be reported to the TAUC worker within 10 days of the changes.

- Your disability has lasted or is expected to last for at least one year or to result in death.

There are income and resource limits applicable to this federal program. SSI benefits are also payable to people 65 and older without disabilities who meet the financial limits.

⁴ Emails sent to DSS-ES are not encrypted and are not considered secure from intentional misuse by unauthorized third-parties. We strongly advise individuals not to communicate private, identifiable information using unencrypted email transmission.

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program (“SNAP”, formerly known as “Food Stamps”) helps low-income working people, senior citizens, the disabled and others to feed their families. The purpose of the program is to reduce hunger and malnutrition among the members of low-income households. SNAP is intended to supplement other sources of income such as PA, Social Security, Supplemental Security Income (SSI) and unemployment.

The Department of Social Services administers the SNAP program for the U.S. Department of Agriculture. There are over 33,000 households in Onondaga who receive SNAP benefits.

• Eligibility for SNAP

Eligibility for SNAP is based on income. Benefit levels are based on household size, income and other factors. If household income (based on family size) is less than or equal to the amounts in the charts below, a household may be eligible for SNAP benefits.

Note: Gross income is defined as a household's total, non-excluded income, before any deductions have been made such as taxes or other withholdings. Net income is defined as gross income minus allowable deductions.

Non-Citizens:

The following may be eligible for SNAP benefits:

- Refugees, Cuban/Haitian Entrants, individuals with deportation or removal withheld, victims of human trafficking, parolees for at least one-year, conditional entrants, North American Indians born in Canada and members of federally recognized tribes.
- Aliens (and their spouse/ unmarried dependent children), non-active duty in the U.S. military and honorably discharged U.S. Veterans (and their spouse and unmarried dependent children)
- Aliens paroled into the U.S. for at least one year;
- Certain battered immigrants and their children or parents;
- Legal Permanent Resident (LPR) in the U.S. for 5 years
- LPR with certain disability benefits
- LPR with 10 years of qualified work (10 years of employment that has been reported to Social Security)
- LPR under age 18

Students:

Most able-bodied students ages 18 through 49 who are enrolled at least half-time in college or other institution of higher education are not eligible for SNAP. However, students may be able to get SNAP, if otherwise eligible, if they:

- Receive public assistance benefits under a Title IV-A program, or
- Take part in a state or federally-financed work study program; or
- Work on average 20 hours per week
- Single parents enrolled full time in college and taking care of a dependent household member under the age of 12 can get SNAP, if otherwise eligible
- Students also may be able to get SNAP, if otherwise eligible, if they are taking care of a dependent household member under the age of 6, or age 6-11 if they are taking care of a dependent household member age 6 through 11 and the student does have adequate child care to enable them to attend

school and work a minimum of 20 hours per week, or take part in a state or federally-financed work study program.

- Students who are assigned to or placed in college or certain other schools as part of certain job or employment training may also be eligible

When Eligibility is Determined:

A client is issued an Electronic Benefit (EBT) card. The EBT card is also known as a Common Benefit Identification Card.) The EBT card:

- Is similar to a debit card
- Allows the recipient to buy groceries and other items with SNAP benefits at participating stores and other locations in New York state. For a list of participants, Toll-Free Customer Service: 1-888-328-6399
- Will renew each month (a deposit will be made in the client's account)
- Clients can call to check their SNAP or cash balances, change their PIN (Personal Identification Number) or to speak to an EBT card representative by calling the toll-free customer service number: 1-888-328-6399.

• Application Process

If an individual or household is not applying for Public Assistance and or Medicaid and only wishes to apply for SNAP they can:

- Apply online at myBenefits.ny.gov. This is the quickest method
- Call DSS-ES for an application, (315) 435-2700 and follow the prompts
- Apply in person at 421 Montgomery St Syracuse, NY 13202 2nd floor

Once an Application is Complete:

- Applicants will receive a letter or a voice mail scheduling a telephone eligibility interview. Completing a face to face interview is NOT required for SNAP applicants.
- If, however, a telephone number is not provided with the application, a face-to-face interview will be scheduled. Or, if an applicant does not have access to a telephone, they may come to the office for a face to face SNAP interview.
- During the telephone interview, all applicants are screened for expedited SNAP eligibility. Expedited SNAP eligibility and benefits will be issued within five (5) calendar days.
 - If during the interview, it is determined that additional documents are necessary, a Documentation Requirements Form (LDSS-2642) is issued to client. Documentation required for eligibility is due to the Agency within 10 days.

• Recertification

As with Temporary Assistance, SNAP clients are required by Federal guidelines to recertify:

- Two months prior to the end of the recertification period, a recertification packet will be mailed to the recipient that includes a SNAP application AND a scheduled interview appointment.
- SNAP recipients who are not also in receipt of Temporary Assistance (cash) benefits, can recertify (renew benefits) without coming into the social services office.

- The completed Recertification application can be submitted by mail, by using the internet (www.myBenefits.ny.gov), by fax, or in person at the SNAP office.
- An interview will be conducted on the date/time that has been assigned to the client. Interviews can only be conducted if the completed application has been received. However, if the client has completed the application prior to the scheduled interview date, they may call at their convenience at (315) 435-2700 during normal business hours to complete the SNAP interview.
- If an application is submitted AFTER the scheduled interview appointment, it is the client's responsibility to reschedule the interview appointment before the end of the recertification period.
- After the interview, additional documentation related to the household's income or circumstances may be requested. The client will receive a letter detailing what information is being requested. This information will be due back in 10 days (more time will be given upon request; however, documents should be submitted as soon as possible to avoid a delay in benefits).

- **Able Bodied Adults without Dependents (ABAWD)**

New York's statewide ABAWD waiver expired on December 31, 2015. Accordingly, social services districts that did not qualify for county based ABAWD waivers were required to implement ABAWD requirements effective January 2016. ABAWD rules are required by the federal government.

ABAWD's residing in the city of Syracuse are exempt from the Federal requirements related to eligibility. ABAWD's residing outside the city are not exempt and must follow the work requirements outlined below.

In order to maintain eligibility for SNAP benefits, for more than three months in a 36-month period (starting January 1, 2016), they must complete and document participation in one of the following each month:

- Work (including "in-kind" work and volunteer work) for at least 80 hours a month;
- Participate in a qualifying work/training program approved by the social services district for at least 80 hours a month;
- Comply with a Work Experience Program (WEP) assignment for the number of hours per month equal to the SNAP grant divided by the higher of the federal or State minimum wage.
- Participate in a program under the Workforce Innovation and Opportunity Act or Trade Act which may include job search, job readiness, occupational skills training and education activities for at least 80 hours a month; or
- Participate in a combination of work or qualifying work programs for at least 80 hours a month.
- Individuals who believe that they should be exempt from the ABAWD requirement should immediately contact the social services district and provide documentation of the exemption.
- If the individual is not participating for the minimum number of hours per month, the ABAWD should request an additional ABAWD qualifying activity to support his/her ability to receive SNAP benefits for more than three months in the 36-month period. An ABAWD is also required to report to the social services district if his/her hours of work or work activity fall below 80 hours for a month within 10 days after the end of that month and will be required to provide documentation of the change.
- If the ABAWD is not participating in work or qualifying work/training activities and he/she wants to continue to receive SNAP beyond the three-month time limit, he/she should contact their local Department of Social Services to ask for help enrolling in a qualifying activity. It is the ABAWD's responsibility to do so. The social services district will help the individual by offering the ability to engage in an activity that will meet the ABAWD work requirement.
- The ABAWD must provide documentation of participation in unpaid work activities each month and report to the social services district within 10 days after the end of the month if work hours go below 80 hours a month.

- If an ABAWD fails to meet the work requirements and loses eligibility for SNAP, he/she may again be able to receive prospective SNAP benefits, if otherwise eligible, by complying with the ABAWD work requirements. The individual should contact the social services district to discuss what he/she needs to do to regain SNAP eligibility.
- Additionally, if a person becomes exempt from ABAWD work requirements, he/she may again be able to receive prospective SNAP benefits, if otherwise eligible.

Note: The work requirements listed above apply to each ABAWD in the SNAP household.

For additional information, including SNAP allotments, please visit:

<http://ongov.net/dss/snap/documents/snapfactsheet.pdf>

• **Additional Information**

When a household is no longer in need of SNAP benefits: Recipients should contact their worker via telephone, fax, postal mail, email or in person to request their case closed. Requests to close case should include the reason for request, new address if applicable (to ensure the closing notice goes to the correct address) and current phone number.

When a household’s financial circumstances change or if the client moves? Changes in household circumstances which occur during the SNAP certification period may need to be reported. Please refer to [SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM \(SNAP\) CHANGE REPORT FORM](#). A client can also contact the SNAP department at (315)435-2700 and follow the prompts

Address changes: To ensure that mail from DSS-ES is received, address changes should be reported as soon as. **The post office will not forward mail sent by DSS-ES.**

Items covered/not covered under SNAP: There are specific rules and regulations in place regarding items allowed under the SNAP program (see chart below.)

Items eligible under the SNAP program include food such as, but not limited to:	Items not eligible under the SNAP Program
Breads and cereals	Beer, wine, liquor, cigarettes or tobacco
Fruits and vegetables	Food that will be eaten in the store
Meats, fish and poultry	Hot foods
Dairy products	Pet Food
Seeds and plants which produce food for the household to eat	Soaps, paper products
Note: A detailed list can be found at: http://www.fns.usda.gov/snap/eligible-food-items/	

Domestic Violence

Information Regarding Domestic Violence:

- Domestic violence is a pervasive problem that affects people from all walks of life, including Public Assistance clients.
- Victims of domestic violence often enter the social services systems with a unique set of needs that may be very different from those of other clients. Safety is a primary concern that can subsequently affect the client's ability to meet and comply with Public Assistance program requirements.
- The Federal Family Violence Option allows states to address the safety needs of domestic violence victims and their children within each state's Temporary Assistance for Needy Families (TANF) plan.
- All Temporary Assistance clients are screened for domestic violence at the time of application, recertification and at any other time that it is identified.
- When a client discloses information regarding domestic violence, they are given the opportunity to meet with a Domestic Violence Liaison. The Domestic Violence Liaison makes a **confidential** assessment of safety issues and the client's ability to comply with the Temporary Assistance Program requirements. Information disclosed during this **confidential** assessment is not included in the client's Case Record; it is stored in a separate and secure location to ensure confidentiality.

Low Income Daycare Assistance

- **Child Care Assistance**

The Low Income Daycare Unit is responsible for determining eligibility for child care subsidies for several populations. The DSS-ES Child care unit is located at the Civic Center, 5th floor. Office hours are Monday-Friday, 8:00 AM – 4:30 PM, 315-435-5683.

- **Eligibility**

Eligible populations include:

- Individuals who have recently transitioned off Temporary Assistance due to employment
- Employed families whose incomes fall below 200% of the Federal Poverty Level A
- Teen parents who need child care in order to attend high school
- Parents who have a temporary incapacity to care for their children
- Parents required to be absent from the home due to an emergency situation

Eligibility Determination:

Applicants do not need to wait until all of the paperwork is completed in order to submit an application. It is important to submit the application as soon as possible. However, eligibility determination cannot begin until all paperwork is in. Examples of required documents are:

- ID, birth certificates and social security cards
- Divorce, separation and custody papers, copies of child support orders
- Verification of all income

Once an application has been submitted to this office, a worker will review it and contact the applicant by mail if additional information is needed.

If there is difficulty obtaining information, the worker may be able to assist.

Childcare eligibility is determined by gross income and family size. Resources are not counted and neither are any of the household expenses. Please see the chart below for current income standards. If the gross income for the appropriate family size equals or exceeds these levels, the case is ineligible for child care assistance.

Eligibility Notification and Payment:

Once eligibility is determined, the applicant will receive an authorization letter that will state when the Agency (DSS-ES) can begin paying the provider and the amount of the parent fee.

- The parent fee is also known as the family share
- The parent fee is determined by the gross income and family size
- A parent fee is the amount that the parent is responsible to pay the PROVIDER WEEKLY
- Parents are responsible for payment of the parent fee back to the day that the case was authorized, as listed on the authorization letter

Clients are personally responsible for paying their childcare provider. If eligible, they will receive an authorization letter that will state when DSS-ES can begin paying the provider as well as the amount of the parent fee.

Childcare Services Income Eligibility Standards (Effective 6/01/17):

FAMILY SIZE	1	2	3	4	5	6	7	8	EACH ADD'L PERSON
ANNUAL	\$24,120	\$32,480	\$40,840	\$49,200	\$57,560	\$65,920	\$74,280	\$82,640	+ \$8,360
MONTHLY	\$2,010	\$2,707	\$3,403	\$4,100	\$4,797	\$5,493	\$6,190	\$6,887	+\$697

• Application Process

Application and forms are available online at the Childcare site at <http://www.ongov.net/dss/daycare.html>

- The application and any paperwork that we request in connection with an application can be mailed to 421 Montgomery St., faxed 315-435-5682 to or E-Mail, daycareDocs@dfa.state.ny.us
- Paperwork can also be dropped off to the Daycare Office during regular office hours. For after-hours there is a drop box located next to the building entrance of the Edward Kochian County Office Building at 600 S. State Street.
- Child care services cannot be paid for before the date the application is received. The application date is the date that an application is received and date stamped by this office.
- Child care services cannot be paid until the applicant is deemed eligible. If a client is deemed eligible, payment may be made back to the application date, less any parent fee.
- Childcare Assistance applicants are not required to have a face to face interview for childcare services.

For households receiving Temporary Assistance and are enrolled in the JOBSPlus! Program, the JOBSPlus! Worker can help with child care. For parents receiving Temporary Assistance and enrolled in the JOBSPlus! Program, JOBSPlus! Staff will assist the parent with locating and arranging childcare, and authorizing payment.

• Finding a Provider

The Childcare Unit cannot assist in finding a provider

Child Care Solutions is the enrollment agency for Onondaga County and may be able to help with finding a provider. They can be reached at (315) 446-1220 ext. 303; email them at ParentHelp@childcaresolutionscny.org or by using their website, www.childcaresolutionscny.org.

Note: An informal provider is a provider that is not licensed or registered with the state of New York as a child care provider. An informal provider may only care for 2 children that are not related to him or her for three or more hours.

Home Energy Assistance Program (HEAP)

HEAP provides financial assistance to low-income households to help defray the cost of energy. HEAP is located on the 2nd floor of the Civic Center. The phone number is 315-435-2700.

- **Eligibility**

Beneficiaries of the program include:

- Temporary Assistance households
- SNAP households
- All household members are United States Citizens or qualified aliens **and**
- The HEAP applicant receives Code A State Supplemental Program (SSP) Payment (SSI Living Alone)

Eligibility Determination:

Eligibility and benefits are based on:

- Income
- Household size
- Primary heating source
- The presence of a household member who is who is under age 6, age 60 or older or permanently disabled

Eligibility Notification: Once eligibility is determined, the applicant will be notified by mail. The notification will include the amount of the HEAP benefit.

- **Regular HEAP**

Applications for HEAP can be submitted online HEAPDocs@dfa.state.ny.us, in person, or by mailing us an application, 421 Montgomery St., Syracuse, NY 13202.

The Regular HEAP benefit typically opens mid-November. The opening and closing HEAP dates are determined yearly by Office of Temporary and Disability Assistance (OTDA)

Regular Heating Benefit:

Benefit is for general heating bills including:

- Electricity
- Natural Gas
- Oil
- Coal
- Propane
- Wood/Wood Pellets
- Kerosene
- Corn

- **Emergency HEAP Benefit**

The Emergency benefit typically opens early January. This emergency benefit is utilized when there is no heat or if there is a heat related emergency.

Eligibility:

A Household may be eligible for an emergency HEAP benefit if:

- Electricity is necessary to run the heating system or thermostat and is either shut-off or scheduled to be shut off or
- Electric or natural gas heat is off or scheduled to be shut-off or
- The household is out of fuel, or there is less than one quarter tank of fuel oil, kerosene or propane or have less than a ten (10) day supply of wood, wood pellets, corn, or other deliverable heat source.
- Household income is at or below the current income guidelines as posted in the table below or the household is in receipt of Family Assistance, Safety Net Assistance, Supplemental Nutrition Assistance (SNAP) or Code A Supplemental Security Income.
- The heating and/or electric bill is in the HEAP applicant's name and
- The household's available resources are:
 - less than \$2,000 if no member of the household is age 60 or older; or less than \$3,000 if any member of the household is age 60 or older

Emergency HEAP benefits and eligibility are based on:

- Income
- Available resources
- The type of emergency

Applying for an Emergency Heat Benefit:

Applicants must contact the HEAP department for assistance at 315-435-2700. Assistance cannot be provided through this website.

Eligibility Notification: Once eligibility is determined, the applicant will be notified by mail. The notification will include the amount of the HEAP benefit.

- **Allowance and Payment**

Eligible, households may receive one regular base HEAP benefit per program year and could also be eligible for emergency HEAP benefits if there is a danger of running out of fuel or having the utility service shut off.

- Payments are made directly to the vendor that supplies the households' primary source of heat.
- For benefit amounts, please visit: <http://otda.ny.gov/programs/heap/>
- The amount of the base Regular benefit will be increased by \$26 if the household's gross income is in the Tier 1 income range.
 - Tier I eligibility is based on gross income and household size. On the date of application, the household's gross income must be at or below 130% of federal poverty level for the household size; or at least one adult household member must be in receipt of ongoing assistance through Public Assistance (PA), Supplemental Nutrition Assistance Program (SNAP) or Code A SSP Payment.

- The amount of the base Regular benefit will be increased by \$25 if the household contains a vulnerable individual (household member who is age 60 or older, under age 6 or permanently disabled).

- **Heating Equipment Repair or Replacement Benefit (HERR)**

The Heating Equipment Repair and Replacement (HERR) benefits program typically opens in early November. For eligible homeowners, the Heating Equipment Repair and Replacement benefit can help repair or replace a furnace, boiler and other direct heating equipment necessary to keep the home's primary heating source working.

How to Apply:

The Heating Equipment Repair and Replacement benefit typically opens early November.

HERR applications must be submitted in person at the HEAP office.

Eligibility Determination:

Benefit amounts are based on the actual cost incurred to repair or replace a furnace, boiler, and/or other essential heating equipment. Current benefits are \$3,000 for a repair and \$6,500 for a replacement.

Before work is started on a furnace repair or replacement it must be approved and authorized by DSS-ES.

Payment and Allowances:

Payment is made directly to the vendor after all the work is completed.

- **Clean and Tune Benefit**

Eligible households can receive energy efficiency services, which includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment. Benefit amounts are based on the actual cost incurred to provide clean and tune services, up to a maximum of \$400. No additional HEAP cash benefits are available.

Application Process:

An application must be filed with the HEAP department. Applications are available on the OTDA website and at the DSS-ES office. The HEAP Clean and Tune benefit typically opens in mid-summer

Eligibility Determination:

Households may be eligible for a benefit if:

- Applicant must be the homeowner
- The household's gross monthly income is at or below the current income guidelines for the household size as posted on the following table
- The primary heating equipment is more than 12 months old
- The primary heating equipment or chimney has not been cleaned within the last 12 months
- The household does not have a service contract with a vendor that includes clean and tune services

- The household must reside in an eligible living situation.

Eligibility Notification: Applicants are notified in writing regarding of eligibility.

- **Cooling Assistance Benefit**

If eligible, households may receive one Cooling Assistance benefit per applicant household for the purchase and installation of an air conditioner or a fan to help the home stay cool. Only one air conditioner or fan, currently not to exceed \$800 with installation, will be provided per applicant household. Heating Ventilation and Air Conditioning (HVAC) listing of vendors is given to clients during the application process.

Application Process:

The HEAP Cooling Assistance benefit typically opens May 1, 2018. Household eligibility requirements include filing an application found on the OTDA website. The application is also available at DSS-ES.

Eligibility Determination:

Households may be eligible for a Cooling Assistance HEAP benefit if:

- The household's gross monthly income is at or below the current income guidelines for the household size as posted in the following table, or
- The applicant receives SNAP benefits, or
- The applicant receives Public Assistance (PA), or is in receipt of Code A (SSI Living Alone) Supplemental State Program (SSP) benefit, and
- All household members are United States Citizens or qualified aliens, and
- Includes an individual with a documented medical condition that is exacerbated by heat, and
- The household received a Regular benefit greater than \$21 in the current program year, and
- The household currently does not have a working air conditioner or the air conditioner present is five years old or older, and
- The household did not receive a HEAP funded air conditioner within the past ten years.
- The applicant must reside in an eligible living situation

Eligibility Notification: Applicants are notified in writing regarding of eligibility.

Note: It will be the client's responsibility to maintain the air conditioner. This includes the responsibility to remove, cover, store, and/or reinstall the unit or the installation sleeve after vendor installation.

Medicaid

Medicaid is a joint federal and state program that helps with medical costs for some people with limited income and resources. Medicaid also offers benefits not normally covered by Medicare, like nursing home care and personal care services and medical care for individuals and families not in need of long term institutional or home care.

There are two specific types of Medicaid benefits. They are Medicaid Community and Medicaid Chronic Care.

Each will be reviewed below.

- **Community Medicaid**

Eligibility:

Community Medicaid⁵ has changed due to the Affordable Care Act. Individuals must now be screened to determine if they need to apply through the NYS Health Exchange or through the local district. The NYS Health Exchange handles applications for non-disabled adults under age 65 and children under 21.

DSS-ES handles applications for individuals aged 65 and over and individuals certified as disabled and/or receiving Medicare.

How to Apply:

Individuals eligible to apply through the New York State Health Exchange may:

- Apply on-line at nystateofhealth.ny.gov
- By phone at 1-855-355-5777
- In person with a Navigator/Certified Application Counselor. Navigator/Certified Application Counselors are on site each day in the Medicaid office, Monday through Friday, 9:00- 3:00.

Navigators are also available at the below community locations to assist individuals with applying:

- Salvation Army- 315-479-1155
- ACR Health- 315-475-2430
- Syracuse Northeast Community Center- 315-472-6343
- Fidelis Health Care- 315-437-1835
- Molina Healthcare- 1-800-223-7242
- United Healthcare- 315-802-4057

Notification: The New York State Health Exchange will advise the clients regarding eligibility. If eligible, the New York State Health Exchange will issue a Client Benefit Identification Card.

⁵ “Community Medicaid” is the term Onondaga County uses to describe individuals residing in the community who are not in need of long-term care services.

- **Local DSS-ES Applicants**

How to Apply:

- Non-MAGI individuals (aged 65 and older and individuals certified as disabled and/or receiving Medicare) can obtain an application at <https://www.health.ny.gov/forms/doh-4220>
- An application may be mailed into or dropped off at the local office
 - A face-to-face interview is not required.
- Applications are also available at the Medicaid office or may be requested via phone at 315-435-2928 to have an Access NY application and Supplement A mailed to them.
- Application assistance is available through ACR Health, 990 James St., 2nd fl., Syracuse, NY 13203 or by phoning them at 315-475-2430

Eligibility Notification: An applicant will be notified of the decision via letter from DSS-ES and in the event the client does not have a Client Benefit Identification Card, they will be issued one.

Eligibility Renewal:

- Renewal is required on an annual basis.
- The client will receive a notification in the mail.
- The form needs to be returned within 20 days

- **Chronic Care Medicaid**

Chronic Care Medicaid is the term the Department uses to describe the benefit program that provides long term care benefits such as Nursing Home, Assisted Living programs, home care services etc. Chronic Care Medicaid is located at 600 S. State St. 6th fl. of the Kochian Office building (KOB) also known as the County Office Building.

How to Apply:

- Applications can be found on line at: <https://www.health.ny.gov/forms/doh-4220> and can be mailed to or dropped off at the local office.
- Applications are also available at the Medicaid office or may be requested via phone at 315-435-2928 to have an Access NY application and Supplement A mailed to them.
- Application assistance is available through ACR Health, 990 James St., 2nd fl., Syracuse, NY 13203 or by phoning them at 315-475-2430.
- There is no face to face interview required. Although completing a face to face interview is NOT required for Medicaid applicants, a face-to face interview is strongly encouraged for persons needing nursing home coverage. If you desire an appointment for an interview, please call 315-435-2928.

Eligibility Determination:

Medicaid staff determine initial eligibility for nursing home and home care applications.

For nursing home coverage, this involves a very detailed and complex review of resources and often involves lawyers and estate planners as well.

Eligibility Notification: An applicant will be notified of the decision via a letter from DSS-ES. If eligible, and in the event the client does not have a Client Benefit Identification Card, they will be issued one.

Eligibility Renewal:

- Renewal is required on an annual basis.
- The client will be mailed a recertification form.
- The form needs to be returned within 20 days.

Child Support Services

The Child Support Services (also sometimes known as Child Support Enforcement) program provides custodial parents with assistance in obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collecting and distributing child support payments. Child Support is located on the 4th floor Civic Center West.

- **Eligibility**

Any parent, guardian, or caretaker of a child who needs support can apply for child support services. In addition, anyone who applies for temporary or safety net assistance automatically receives child support services.

Note: If seeking child support may result in physical or emotional harm to the custodial parent or the child, the custodial parent will be referred to a domestic violence liaison and may not be required to cooperate with the child support agency.

- **List of Services**

- **Locating Non-Custodial Parents:**

CSE can use federal, state, and local resources and information to help locate the noncustodial parent.

- **Paternity Establishment:**

When a child is born to unmarried parents, the child has no legal father. Paternity must be established before child support or medical support can be obtained. CSE can help parents establish paternity either by completing a voluntary acknowledgment of paternity form or by filing a paternity petition in Family Court. CSE can also arrange for genetic testing if either parent has any doubts about the identity of the child's biological father.

- **Support Establishment:**

CSE can help a custodial parent file a petition in Family Court for an order of support.

- **Support Collection:**

A child support order directs the noncustodial parent to pay child support to the Support Collection Unit (SCU). The SCU collects, tracks, and disburses payments to the custodial parent. However, if the custodial parent is receiving temporary or safety net assistance, all but the first \$200 of current child support payments is sent to the Department of Social Services as reimbursement for the assistance.

- **Support Enforcement—Administrative:**

Federal and New York State laws require the local CSE unit to enforce a child support order when the noncustodial parent does not pay. Administrative procedures are actions the CSE unit can take without going to court.

The SCU will enforce a child support order automatically through payroll deductions. The SCU can also collect unpaid support by taking State and federal income tax refunds and lottery winnings; seizing assets—including bank accounts; suspending driver's licenses; suspending or denying passports; and notifying credit reporting agencies of overdue child support payments (arrearages). The SCU can also refer the case for collection to the New York State Department of Taxation and Finance.

- **Support Enforcement—Court:**

When administrative enforcement is not successful, the SCU will assist in filing an enforcement petition with the family court. The court can order money judgments for the arrearages; order the noncustodial parent into a work program; order that a hearing take place to suspend state-issued business, professional, or occupational licenses; or issue probation or jail sentences.

- **Medical Support Establishment and Enforcement:**
Child support services also include obtaining and enforcing court-ordered health insurance for children. If an existing order does not include health insurance coverage, CSE will help file a petition with family court to get health insurance included in the support order.
- **Modification of Child Support Orders:**
If either the custodial or noncustodial parent's circumstances change significantly (such as loss of job, change in custody of a child, etc.), CSE can help the parent file a petition in family court to request a modification (change) to the existing child support order.

Burial Assistance Unit

The Indigent Burial Assistance Unit provides administrative support with burial assistance to Onondaga County residents in need.

- **Eligibility**

Eligibility is based on resources of the decedent and the families' or friends' willingness to pay for funeral expenses.

Applying for Burial Assistance:

The Applicant may apply for assistance by completing the application located at <http://www.ongov.net/dss/documents/2016IndigentBurialInformationandApplication.pdf>. Applications are also available at most funeral home. Applicants can also come to the Burial Assistance unit located at the Civic Center, 12th floor or by calling (315) 435-2113. Applications can be mailed, dropped off or faxed to 315-435-2215

Eligibility Determination:

DSS-ES must be provided with a completed, signed application before it is able to determine eligibility. An application will be denied if it is submitted after funeral services have already been performed.

Documentation needed to complete the application may include, but is not limited to, the following:

- Bank statements from the prior 30 days, or the most recent bank statement;
- Most recent pay stubs;
- Copies of any life insurance policies;
- Copies of deeds to cemetery lots;
- Copies of deeds to real property;
- Funeral home itemization statements (outlining allocation of expenses); and/or
- Proof of payment to funeral home
- The application is generally denied if the decedent has more money than DSS-ES is being requested to pay for the funeral services.
- The application is generally denied if the decedent has a life insurance policy, the beneficiary of that policy is a responsible party of the decedent, and the value of the policy is greater than DSS-ES is being requested to pay for the funeral services.
- An application is denied if a burial plot was purchased by the decedent, or a responsible party, within 6 months from the date of the decedent's death.

The following are parties legally responsible for payment of funeral expenses:

- The decedent's estate,
- The spouse of the decedent,
- The parents of minors,
- Parties who are fiscal agents (guardians, trustees, representative payees) are responsible for applying the decedent's resources to the payment of funeral expenses.
- If the responsible parties do not have income or resources sufficient to cover funeral costs they may be eligible for an indigent burial grant.

- **Payments and Allowances:** Payments are made directly to the licensed funeral service provider, or to persons who have been deemed eligible for a burial grant, after they have paid for funeral expenses.

Program Sanctions

- **Program Areas**

A sanction may be imposed in one of four (4) programs areas

- Temporary Assistance [Cash]
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Emergency Housing

Sanctions may be imposed when a public benefit program recipient fails to comply with a required element of the benefit program rules. Each program area has its own set of rules and regulations. The imposition of a sanction in one program area does not automatically result in a sanction in one of the other program areas. For example, a client might be sanctioned from Temporary Assistance but still be eligible for Supplemental Nutrition Assistance Program (SNAP) and Medicaid. Communicating with DHS regarding any barriers that prevent compliance with program specific requirements, preferably prior to any failures, can help to mitigate the consequences that accompany sanctions on public benefit recipients.

- **Compliance**

- That means the individual is ineligible until they comply, or it has been determined that they are no longer required to comply.
- Some sanctions have a durational period attached to them. In these situations, the individual will have to serve out the durational period and comply before the sanction can be lifted. However, drug and alcohol sanctions can be “cured” if the client enters a Congregate Level II facility and the CASAC determines that level of care is appropriate.

- **Rules and Regulations**

- All Medicaid sanctions are until compliance
- There are no employment rules for Medicaid
- There are no rehabilitation requirements for Medicaid or Supplemental Nutrition Assistance Program
- An individual who is sanctioned from receiving Temporary Assistance is not eligible for Emergency Assistance. [Utility emergencies are not included.]
- If there are children in the household, they will not be sanctioned. Their eligibility for Temporary Assistance, Emergency Assistance, Medicaid and Supplemental Nutrition Assistance Program will be evaluated.
- The individual’s status as an applicant or a recipient, or the presence of a child in the household may affect the type of action that is taken.
- In Temporary Assistance, a case or individual may receive multiple sanctions, if so these will run concurrently.

- **Most Common Sanctions**

- Failure to comply with a work activity assignment
- Failure to comply with Substance Use screening, assessment or treatment requirements
- Failure to cooperate with Child Support Enforcement Unit (CSEU) requirements
- Emergency Housing Sanctions

Note: See Appendix H for more information

Recoveries Unit

The Recoveries Unit is located on the 12th floor of the Civic Center. Staff is primarily charged with generating revenue enhancements. This can take the form of actual income received from programs or savings generated from cost avoidance. Additionally, this unit acts as a resource to the program areas by assisting Medicaid and Public Assistance in areas that may involve the recovery of revenue or the avoidance of program expenses.

This unit is responsible for calculation and collection of overpayments, including but not limited to Temporary Assistance, SNAP, HEAP, Medicaid and Daycare. It also assists the Fraud Unit in preparing cases to be referred to the District Attorney.

REPAYMENT OF GRANTS AND LOANS

Type of Assistance	Grant	Loan	Repay:
SNAP	x		If there is an overpayment or fraud
Emergency Rent		x	Equal monthly payments for one year
Emergency Utility		x	Equal monthly payments for two years
Family Assistance	x		If there is an overpayment or fraud
Daycare	x		If there is an overpayment or fraud
Safety Net	x		If there is an overpayment or fraud

- **Overpayments (Financial Operations)**

Changes must be reported in a timely manner any time there is a change in household income or household size.

Changes not reported timely or when benefits are not calculated accurately, may result in an overpayment. Clients will be notified by mail if an overpayment has occurred and are required to repay the overpayment. This is usually done via monthly payments.

- **Repayment Methods**

Recoupment: If still receiving benefits, the repayment will automatically come out of the monthly benefits.

Repayment: Once a client stops receiving benefits, they are required to enter into a payment agreement.

How to Pay:

There are several options:

- Clients can mail in a check or money order to the Cashier's Office
- Clients can pay at the Cashier's Office at the Civic Center with a check, money order, cash or credit card
- Credit or debit card payments can be made over the phone. Messages can be left on the Cashier's secure message line 315-435-2952 and the call will be returned within one **business day**
- Direct debits from a checking or savings account can be set up. These payments will come out of the account anytime from the 12th – 15th each month. Call or see the Cashier's Office for details
- Web pay will be available soon

Payment Defaults:

Rent, utility, Safety Net & Family Assistance obligations– If a payment is missed, a reminder notice will be sent. After three months of non-payment, the account will be sent to an outside collection agency and possible outside collection attorneys. The collection agents will attempt to collect the debt, and the unpaid obligation may show up on a credit report.

SNAP - a billing statement will be mailed quarterly. If regular payments are being made, this just serves as an account statement (the amount may not reflect the most recent payment). SNAP is a Federal program, so if payments are behind, other Federal benefits could be intercepted, such as tax refunds or Social Security income. We have no control over these intercepts.

• Recovery of Benefits – Other Methods

For certain benefits, the law provides for the reimbursement or recovery of benefits by alternative methods, which may include (depending on the type of grant or assistance paid) one or more of the following:

- Treasury Offset Program (TOP) – Federal intercept of tax refund, SNAP only
- Social Security Interim Assistance Reimbursement (“IAR”) – Federal reimbursement of Safety Net Assistance Payments from a back award of Social Security benefits for a specified time period.
- Lottery Intercept – State intercept of lottery winnings over \$600, up to one-half the amount of the prize for any benefit during a specified time period
- Mortgages, Liens, Estate and Personal Injury Recoveries – recoveries allowed by law for public assistance and Medicaid benefits upon a specific event (the sale of real estate) or upon the settlement of a personal injury claim or upon the settlement of an estate.

For more information and to use an interactive prescreening tool visit:

<https://mybenefits.ny.gov/mybenefits/begin>

Finger Imaging Unit

When a client is approved for Temporary Assistance benefits, they are issued an Electronic Benefits (EBT) card. In addition, New York state law requires that clients who receive Temporary Assistance are finger printed (finger imaged.) This is done through the Automated Finger Imaging System (AFIS.) Employees in this unit also research cards that are returned to DSS-ES due to incorrect addresses.

The Finger Imaging Unit processes approximately 750 Temporary benefit cards, 800 Permanent benefit cards and accesses the AFIS System for approximately 1,000 clients on a monthly basis.

The Finger Imaging unit is located on the 2nd floor of the Civic Center.

Investigation Unit

The Investigations Unit is responsible for ensuring Program Integrity within the Temporary Assistance, Supplemental Nutrition Assistance Program (formerly known as Food Stamps), Public Health Insurance (Medicaid), Low Income Day Care, and Home Energy Assistance Programs.

The Investigations Unit is involved in investigating program recipients/applicants to verify that they have reported their case circumstances correctly and their eligibility is determined accurately. This often includes: conducting field visits to recipient/applicant's homes, neighbors, and relatives. It may also include double checking the recipient/applicant's provided information with other sources such as law enforcement agencies, finance companies, utility companies, schools, post offices, etc.

Investigations are generated by referrals from DSS-ES workers as well as the general public. The Unit is continually seeking out avenues to deter and detect fraud above and beyond the typical referral processes by often partnering with the USDA, Syracuse Police Department, Child Care Solutions and many other government and law enforcement agencies.

Once an investigation is completed, if discrepancies are found, the Unit requests that immediate corrective action be taken to the applicant/recipient's case. Sometimes the corrective action results in benefit reductions and case closure. Recipient/applicants do have the right to request a Fair Hearing if they disagree with the Unit's findings.

When the Investigations Unit suspects that an individual has intentionally committed fraud, the Department seeks both civil and criminal penalties and is required to refer those cases to the Onondaga County District Attorney's Office. Instead of seeking a criminal conviction, the District Attorney's Office may or may not choose to settle the referred case by civil action by permitting the accused individual to sign a Disqualification Consent Agreement. A Disqualification Consent Agreement is an agreement wherein the accused agrees to repay any over-issuance they have received and they accept a disqualification from receiving assistance for a set period of time. The disqualification period is based upon program type, over-issuance amount, and prior history of disqualifications. The Department also may pursue an Administrative Disqualification Hearing, during which an administrative law judge will determine whether an intentional program violation has occurred.

To report fraud, call (315) 435-2585, visit our local office at 421 Montgomery Street, 12th Floor, or the county website at www.ongov.net.

Fair Hearing Unit

A Fair Hearing is a formal procedure provided by the Office of Administrative Hearings (OAH), which is a department of Office of Temporary and Disability Assistance (OTDA). The OAH is located in Albany.

A Fair Hearing is requested by an applicant or recipient (A/R) who is not satisfied with the actions taken by the Onondaga County Department of Social Services – Economic Security (DSS-ES). Actions taken by DSS-ES could be a denial of benefits, a reduction or discontinuance of benefits, or the general adequacy of their benefits to include Temporary Assistance, SNAP, Medicaid, HEAP, and Daycare. An A/R has Fair Hearing rights on *most but not all* of the notices sent out by the Department. Fair Hearing rights must be included with every notice sent to an A/R by DSS-ES.

The Office of Administrative Hearings is responsible for administering the hearings and the DSS-ES Fair Hearing unit represents Onondaga County at the hearing. The Onondaga County DSS-ES Fair Hearing Unit is located on the 12th floor of the Civic Center. Fair Hearings are held on the 12th floor in the Civic Center.

An applicant or recipient may request a Fair Hearing by contacting Office of Administrative Hearings. There are several ways to request a Fair Hearing:

Phone: 1-800-342-3334

Fax: 518-473-6735

Online: www.otda.ny.gov/oah/forms.asp

Write: Office of Administrative Hearings

New York State Office of Temporary and Disability Assistance

P.O. Box 1930

Albany, New York 12201

Transportation

Information Regarding Transportation:

- Bus passes are for the purpose of attending DSS-ES required activities. They are provided for all clients who receive cash Temporary Assistance who are assigned to and attending an employment related activity, including education or training, work experience, job search, and employment.
- If the client provides a valid title and registration for their automobile, current insurance and a valid driver's license, a mileage allowance may be authorized for employment related activities if bus transportation is not available.
- Clients attending a substance use disorder treatment program may get a bus pass from the treatment provider.

Frequently Asked Questions

General

Q: How can documents be submitted to DSS-ES?

A: Documents can be mailed or faxed to the appropriate departments.

Documents can also be submitted via the self-service kiosks located in the waiting room in the Civic Center, 2nd floor
Documents can be submitted to the Medicaid office, 7th floor, County Office bldg., 600 S, State St.
A kiosk machine is also located at the CNY works office at 960 James St, Syracuse, NY 13203.



Q: Once a case is closed, and a person is reapplying why do they have to bring information that is already in their file from their previous case?

A: The agency needs current information. Information that is not subject to change does not need to be submitted again. Information subject to change, shelter expenses, household composition, income and resources must be current.

Q: If a client's case is closed for failure to recertify, do they need to reapply?

A: In most cases, the client must re-apply.

Q: Is there a website that providers can access to get information regarding guidelines for services provided by your agency?

A: www.mybenefits.ny.gov and <http://www.ongov.net/dss/>

Q: Who can I contact with questions?

A: For SNAP, HEAP, PA and Medicaid questions contact (315) 435-2700 and follow the automated prompts to get to the correct department. DSS-ES staff will assist you. For questions regarding JOBSplus! call (315) 442-3242

Q: Is there someone or somewhere to direct clients if they are not successful in getting in touch with their worker?

A: Clients can contact their worker's supervisor. The call center will direct them to the appropriate person. They may have to leave a message but a return call should be received by the end of the next business day.

Q: Whom may applicants/recipients contact when they are unable to satisfactorily resolve any concerns with the case worker and/or their Supervisor?

A: Clients are encouraged to follow the “chain of command.” If they have been unable to resolve the issue with worker, they may ask to speak with a Supervisor. If unable to resolve with a Supervisor I, they may ask to speak to a Supervisor II.

Q: Does an applicant still need to complete a job search assignment to get financial assistance when they are already enrolled in an employment-training program and have a job lined up for them?

A: The applicant should provide documentation of the program or employment to his or her job coach to review. A decision will be made based on the information provided.

Q: Does DSS-ES provide any type of translation services for non-English speaking clients?

A: Yes. DSS-ES is required to offer free interpreting services to members of the public who interact with DSS-ES programs. It is helpful when a client indicates on their application that they need an interpreter and provides their preferred language. DSS-ES contracts with interpreting services to communicate with individuals with Limited English Proficiency (LEP) and utilizes telephone interpretation when needed.

Q: How can a client receive a budget sheet that is more understandable to both them and community providers?

A: The New York State Office of Temporary and Disability Assistance (OTDA) sends out the notice of decision which include an explanation of how benefits were determined. Onondaga County DSS-ES is not able to adjust the budget sheets that are sent out by OTDA.

Q: What is the process to receive furniture or place household goods in storage?

A: Active PA participants must complete an “additional needs” request (the form is available in our reception area on the 2nd floor). DSS-ES Temporary Assistance department will process any requests for furniture and storage of household goods.

Q: If a person owns their home, how can they receive benefits without placing a lien on their property?

A: They cannot receive cash assistance unless they sign a collateral mortgage. The district requires a mortgage to be executed by homeowners whose household is applying for public assistance benefits. They can receive Childcare and Supplemental Nutrition Assistance Program (SNAP) benefits. Their children can receive cash or indirect assistance. A person can own their own home for community Medicaid, no lien will be placed at the application stage for an individual only applying for community Medicaid coverage. The rules are more complicated for chronic care (permanent institutionalization) and each case must be evaluated based on the unique circumstances of their situation.

Q: When is a client eligible for a childcare subsidy?

A: A client is eligible for child care subsidy if they are active on Temporary Assistance and need childcare to go to work and/or participate in an *approved* Temporary Assistance employment program through JOBSplus! (e.g. Work Experience, short-term training, high school equivalency classes, etc.)

If a client is not active Temporary Assistance they might be eligible for Low Income Childcare assistance if they are employed. In addition to being employed and meeting other household requirements, the eligibility is based on funding from the Title XX and Child Care Block Grant. If funding is exhausted applications will be accepted and documentation requested but may be denied for insufficient funds if grant money is not available.

Q: Are there different types of sanctions?

A: Yes, see chart on Appendix H.

Q: What is the Work Experience Program?

A: The Work Experience Program is an activity approved by New York State that allows a person to perform unpaid work in the public or non-profit sector to improve the employability of the participant.

Q: What is an approved activity?

A: See handout LDSS-4923 for family cases and LDSS-4924 for single or childless couple cases. Refer to Appendices A – D.

Q: How long must a client attend substance use disorder treatment?

A: The client is required to attend all scheduled sessions of their recommended treatment program. The program will be updated as appropriate by the qualified healthcare provider working with the client on recovery.

Domestic Violence

Q: Is there a way to release individuals who are victims of domestic violence and are going into a shelter from employment search and/or other related Public Assistance requirements?

A: Yes – contact the DSS-ES domestic violence liaison.

Links to Useful Website

Online Supplemental Nutrition Assistance Program application, prescreen for other benefits, check your EBT account: <https://www.mybenefits.ny.gov/selfservice/>

Application Forms (Forms cannot be completed on line, but can be printed)

- To apply for Temporary Assistance (TA), Medical Assistance (MA), Medicare Savings Program (MSP), Supplemental Nutrition Assistance Program (SNAP), Services (S) and Child Care (CC) use Statewide Application Form (LDSS-2921): <http://otda.ny.gov/programs/applications/>
- Medical Assistance (MA), Prenatal Care Assistance Program (PCAP) and Women, Infants and Children (WIC) use Access NY Health Care (DOH-4220): <https://www.health.ny.gov/forms/doh-4220> OR <http://healthbenefitexchange.ny.gov/>
- To apply or recertify for Supplemental Nutrition Assistance Program (SNAP), use Supplemental Nutrition Assistance Program Benefits Application/Recertification (LDSS-4826): <https://www.mybenefits.ny.gov/mybenefits/begin>

Source Books and Reference Guides

- Supplemental Nutrition Assistance Program Source Book: <http://otda.state.nyenet/dta/Manuals/FSSB.pdf>
- Medicaid Reference Guide: https://www.health.ny.gov/health_care/medicaid/reference/mrg
- Temporary Assistance Source Book (TASB): <http://www.otda.state.ny.us/main/ta/TASB.pdf>

New York State Department of Health

- Child Health Plus: <http://www.health.state.ny.us/nysdoh/chplus/index> .
- Prescription Drug Price Search: <https://apps.health.ny.gov/pdpw>

New York State Office of Temporary and Disability Assistance

- Fair Hearing Request: <http://www.otda.state.ny.us/oah/forms.asp>
- How to apply for services: <http://www.otda.state.ny.us/main/apply.asp#disability>
- Policy directives : <http://www.otda.state.ny.us/main/directives/2009/>

Federal Government

- Social Security Online: <http://www.socialsecurity.gov/> OR <http://otda.ny.gov/programs/applications/>

Glossary of Terms

The following is an alphabetical listing of terms (and their definitions & abbreviations) used throughout the Source Book and or by DSS-ES.

ABEL BUDGET

Temporary assistance or supplemental nutrition assistance program budget which has been calculated by the Automated Budgeting and Eligibility Logic subsystem of WMS after input of basic data regarding case category, household composition, needs, and income.

ABAWD

Able bodied Adult without Dependents

ACCEPTED FOR ASSISTANCE

Eligibility has been fully established through investigation or emergency need and presumptive eligibility have been established and authorization for assistance has been made and approved by the social services official.

ACKNOWLEDGED PATERNITY

Admission by a man that he is the father of a child born or expected to be born out of wedlock.

Acknowledgment of paternity includes a signed statement from the man acknowledging paternity or any other satisfactory evidence that the relationship was recognized and admitted as a valid acknowledgment of paternity.

ACTION NOTICE

An action notice means a notice from a local district advising an applicant or recipient of any action the local district intends to take or has taken on any assistance or benefits.

ADJUDICATED PATERNITY

Determination by a court that a man is the father of a child born out of wedlock; regardless of whether the man has admitted or acknowledged paternity.

ADEQUATE NOTICE

An adequate notice means a notice of action, or an adverse action notice or an action taken notice.

AGENCY CONFERENCE

An informal meeting at which an applicant or recipient may have any decision of a local district concerning the applicant's or recipient's TA reviewed or may have any other aspect of the applicant's or recipient's case reviewed by an employee of that local district who has the authority to change the decision with which the applicant or recipient disagrees.

AMERICAN REPATRIATE

A citizen of the United States or his/her dependent identified by the Federal Department of State as having returned or been brought back home from a foreign country to the United States because of destitution of the citizen of the U.S. or the illness (mental or physical) of such citizen or any of his dependents or because of war, threat of war, invasion or similar crisis and are without available resources.

APPLICANT

Person who has expressed in writing on the state-prescribed form directly or by a representative to a social services official a desire to receive assistance and/or care or to have his eligibility considered.

APPLICATION

Action by which a person indicates in writing on the state-prescribed form his desire either to receive assistance and/or care or to have his eligibility considered by a social services official.

ASSET

Item of value that is owned

ASSIGNMENT

Transfer of title or interest from the applicant/recipient to the local district and/or the State Department of Social Services. Commonly occurring types of assignment include:

1. assignment of support rights,
2. assignment of insurance or other benefits,
3. assignment of title to a resource.

ASSISTANCE UNIT

The individual or number of individuals, for whom assistance is provided.

AVAILABLE INCOME

Income which may be used to reduce or eliminate an individual's need for temporary assistance.

AUTHORIZATION PERIOD

The period for which TA benefits are authorized.

BASIC LITERACY LEVEL

A level of reading ability which allows an individual to function at the level of a person who has successfully completed at least the ninth month of the eighth grade.

BASIC/REMEDIAL EDUCATION

See Educational Activities

BLIND

As defined in the Human Rights Act, a person shall be considered blind if the person has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens.

BOARDER/LODGER

1. Person who is paying room and board,
2. A budgeting methodology for determining the amount of the income available to a PTA recipient from a person paying room and board or from certain non-applying, non-legally responsible members of the household.

BUDGET DEFICIT

Amount by which an applicant's or recipient's needs exceed his income.

BUDGET SURPLUS

Amount by which an applicant's or recipient's income exceeds his needs.

BUDGETING

Process by which the local district determines:

1. An applicant's/recipient's financial eligibility for TA; and,
2. The amount of his TA grant

CARETAKER RELATIVE

The parent or appropriate other relative, as defined by the TA program, who is primarily responsible for the care of a child.

CASE CLOSING

Final action signifying that the case is no longer eligible for financial assistance in the TA program. Such action is also taken when the case is transferred or reclassified to another category of TA.

CASE COUNT

Consists of the number of people in the household who are applying for or receiving TA, plus any non-applying, legally responsible relative with income sufficient to meet their needs.

CASE MANAGEMENT

A supportive services system of counseling and interaction between a case manager and a participant. The purpose of case management is to help enhance the participant's motivation to achieve self-sufficiency and to help the participant develop a sense of personal responsibility for resolution of problems.

CASE RECORD

Means all written material concerning an applicant or recipient, including the application form, the case history, budget and authorization forms, medical, resource and financial records.

CHILD CARE

Any lawful form of care of a child, for less than 24 hours per day including any such form of care defined in Office Regulation 415.1.

CHILD SUPPORT

The legal obligation of a non-custodial parent to contribute to the economic maintenance of his/her child.

CIN (CLIENT IDENTIFICATION NUMBER)

This is a WMS assigned number which uniquely identifies each individual known to WMS. If an applicant has been on assistance previously, this number will be on the Application/Registry and/or on the WMS Clearance Report. In New York City, this number is called RIN (Recipient Identification Number).

COMPLAINT

Any written or oral communication made to a local district or the Department by or on behalf of an applicant for or recipient of TA or care, other than a complaint for which there is a right to a fair hearing, or a communication from any other source directed or referred to the local district or OTDA directly or indirectly alleging dissatisfaction with a local district action.

COMMON BENEFIT IDENTIFICATION CARD (CBIC)

Statewide card used by recipients to access Medicaid, Cash and Supplemental Nutrition Assistance Program benefits. The CBIC system is a statewide sub system of WMS

CONCILIATION PROCESS

A procedure for resolving participant grievances and issues related to a participant's failure to comply with employment requirements. The process may establish whether or not a participant's failure to comply with employment program requirements was willful and without good cause.

COOPERATIVE CASES

Cases that exist when two or more persons in the same dwelling unit are eligible for or are in receipt of separate grants of TA.

COUNTABLE INCOME

Net income which can be used in determining eligibility or degree of need for TA.

CUSTODIAL PARENT

A parent who lives with his/her child.

CUSTOMER OF RECORD

The person who has or persons who have an account, in their name, with a home energy vendor.

CHILDCARE

See Child Care

DEEMING

The process needed to determine the amount of a person's income available to reduce the needs of another individual whether or not the income is actually available to that other individual. Deemed income is income attributed to another whether or not the income is actually available to the second person.

DISABLED

As defined in the Human Rights Act, means a physical, mental or medical impairment resulting from anatomical, physiological or neurological conditions which prevents the exercise of a normal bodily function or is demonstrable by medically accepted clinical or laboratory diagnostic techniques, a record of such impairment or a condition regarded by others as such impairment.

DOMESTIC VIOLENCE SCREENING ASSESSMENT

Under the Family Violence Option in New York, procedures are in place to screen temporary assistance applicants/recipients for domestic violence and to provide services referrals and temporary waivers of TA requirements which would place the victim at further risk.

DRUG AND ALCOHOL SCREENING AND ASSESSMENT

All adults and head of household applying for TA are screened for drug and alcohol abuse. A positive screening results in an assessment of the individual by a certified drug/alcohol counselor. If a treatment program is indicated as a result of assessment, the individual is referred to an appropriate credentialed substance abuse treatment program.

DWELLING UNIT

House, apartment, room, trailer, duplex, or other living quarters used as a home by members of a household

EARNED INCOME TAX CREDIT (EITC)

Refundable credit to which families with dependent children and limited incomes may be entitled. The credit is based on the family's earned income and is to be applied first against their tax liability. If the amount of credit is greater than the family's tax liability, the excess is treated as an overpayment of taxes and refunded to the family. The EITC may be included in regular pay checks based on estimated credits or as a lump sum payment at the end of the tax year.

EARNED INCOME DISREGARDS

Earned income disregards are the allowable deductions and exclusions subtracted from gross earnings. The resulting amount, or net income, is applied against the household's needs. Earned Income Disregards vary in amount and type.

EDUCATIONAL ACTIVITIES

Include but are not limited to secondary and post-secondary level activities, defined as follows:

a. Secondary Level

- (1) High School – A public or private educational facility providing a standard high school curriculum offered by or approved by the local school district.
- (2) Test Assessing Secondary completion (TASC) – An education program that prepares an individual to obtain a New York State high school equivalency diploma.
- (3) Basic/remedial education – Education in the areas of reading, writing, mathematics and oral communications for individuals functioning below the eighth-grade level in those areas.
- (4) Literacy training – Education designed to help individuals improve their ability to read and write.
- (5) English as a second language (ESL) – An instructional program designed to develop skills in listening, speaking, reading and writing the English language for individuals whose native or primary language is other than English.

Post-secondary education – A two-year full-time degree granting program at a community college at a two-year college or at a four-year college which offers two-year degree programs.

ELECTRONIC BENEFIT TRANSFER

A debit card method of accessing Cash and Supplemental Nutrition Assistance Program benefits

ELIGIBILITY

Determination as to whether an individual meets defined criteria which entitle him to assistance under a specific program. In most assistance programs, there are two types of eligibility – financial eligibility and categorical eligibility. An applicant must meet both sets of eligibility criteria before being granted assistance.

CATEGORICAL ELIGIBILITY

A determination as to whether an individual is a member of the class of individuals whose needs are to be served under a specific assistance program.

FINANCIAL ELIGIBILITY

A determination as to whether an individual may be considered needy under a specific assistance program.

EMERGENCY ASSISTANCE FOR ADULTS (EAA)

EAA is a temporary assistance program that provides financial assistance to meet emergency needs of adults who are eligible for SSI.

EMERGENCY ASSISTANCE TO NEEDY FAMILIES (EAF)

EAF provides assistance for families with children to deal with crisis situations threatening a family, and meet emergent needs resulting from a sudden occurrence or set of circumstances demanding immediate attention.

EMERGENCY SAFETY NET ASSISTANCE (ESNA)

ESNA is a TA program that provides financial assistance to meet individual's emergency needs.

EMANCIPATED MINOR

A person over 16 years of age who has completed his compulsory education, who is living separate and apart from his family and is not in receipt of or in need of foster care.

EMPLOYABILITY PLAN

A written document, developed in consultation with a TA recipient that specifies the services to be provided by a district and the steps to be taken by the recipient as part of plans to lead the participant to employment.

EMPLOYABLE

An individual who is not exempt from employment program requirements.

ESSENTIAL PERSON

An individual who qualifies for FA because he/she is essential for the well-being of case members.

EQUITY VALUE

Fair market value less encumbrances.

EXCLUSIONS

See "Income Disregards and Exclusions".

EX-OFFENDER

An applicant/recipient who has been convicted of a crime and has served the required term of incarceration or is on probation or parole, or in a pre-sentencing program.

FAIR HEARING

Fair hearing is a formal procedure provided by OTDA upon a request made for an applicant or recipient to determine whether an action taken or failure to act by a local district was correct.

FAMILY ASSISTANCE (FA)

FA provides cash assistance to eligible needy families that include a minor child living with a parent(s) or caretaker relative. It is operated under the federal TANF rules and is funded with federal/State/local money.

FEDERAL SUBSIDIZED HOUSING AUTHORITY

A public housing authority is sponsored by a legal jurisdiction, usually a town or city and received federal funds for its construction. In addition, a Federally subsidized public housing authority receives an annual Federal subsidy usually in the amount of the Federally subsidized public housing authority's annual operating deficit.

FILING UNIT

Filing unit refers to those individuals who must be included in the TA household and case count when a minor dependent child applies for assistance.

FULL-TIME SCHOOL ATTENDANCE

For academic institutions, the determination of what constitutes full-time attendance is based on the institution's definition of full-time. Full-time status includes the following:

1. resident pupils while temporarily absent from home, when the primary purpose is to secure educational, vocational or technical training and the parent retains full responsibility for and control of such minor;
2. enrolled in school, but on vacation, or
3. instruction in the home conducted by the board of education or enrolled in any course leading to a high school equivalency certificate.

GARNISHEED WAGES

Income from work activity that has been attached through legal action to guarantee payment of a debt. The amount withheld usually represents a percentage of salary or wages.

GENERAL INFORMATION SYSTEM (GIS)

A means for quickly distributing advisory or directive information and technical WMS related instructions to local districts through the use of the WMS telecommunications network. Any appropriate textual material relative to Department programs and WMS systems becomes immediately available, via Visual Display Terminals (VDT's), to all local districts. GIS was developed to quickly advise local districts of urgent and statewide relevant information in a clear and concise format.

GROSS INCOME TEST

As a condition of TA eligibility, a household's total gross income, before application of any disregards or exclusions, cannot exceed 185 percent of the standard of need for a family of the same size.

GROSS WAGES

Total earned income before applicable income exclusions and disregards have been subtracted.

HIGH SCHOOL

See Educational Activities.

H/H Household**HOME ENERGY VENDOR**

The individual or entity engaged in the business of selling electricity, natural gas, oil, wood, coal, propane, kerosene or any other fuel used for residential heating.

HOMELESS PERSON(S)

A person or family who is non-domiciled, has no fixed address, lacks a regular night time residence, resides in a place not designed or originally used as a regular sleeping accommodation for human beings or is residing in some type of temporary accommodation such as a hotel, shelter, or residential program for the victims of domestic violence.

IMMIGRANTS

Aliens who have been admitted for permanent residence.

INCOME DISREGARD & EXCLUSIONS

Income specified by OTDA regulations which is not to be considered in establishing initial or continuing financial eligibility for TA.

INCOME IN-KIND IN TEMPORARY ASSISTANCE PROGRAMS

Payment received in lieu of wages, usually in the form of a commodity such as rent, fuel for heating, clothing. (The SSI definition is different.)

INDIVIDUAL ASSESSMENT

A written evaluation of a participant's employability based on the person's educational level, including literacy and English language proficiency, his or her child childcare and other supportive services needs and the skills, prior work experience, training and vocational interests of the participant.

INFORMAL CHILD CHILDCARE

Childcare provided in a home meeting the requirements for such homes as contained in Department Regulation 417.

INITIAL DETERMINATION

Action based upon the local social services district's review of the facts concerning an application for TA or care in which a determination of eligibility or ineligibility for temporary assistance or care is made.

INITIAL PAYMENT (SSI)

First payment of SSI benefits to or on behalf of an eligible applicant, retroactive to date of SSI application or eligibility.

INQUIRY

Is any request for information which does not constitute an application for temporary assistance or care and which does not come within the definition of a complaint.

INTERIM ASSISTANCE

Safety Net Assistance (SNA) grants or Child Welfare Foster Care (non-IV-E) benefits furnished to or on behalf of an applicant for Supplemental Security Income (SSI) during the period beginning with the month in which the recipient filed an SSI application and was eligible for SSI and ending with the month after the month in which the initial payment was received.

INVESTIGATION

Collection, verification, recording and evaluation of factual information on which basis a determination is made of eligibility and degree of need or of ineligibility for any form of TA.

LAWFUL PERMANENT RESIDENT

An alien who is lawfully admitted for permanent residence or otherwise permanently residing in the United State under color of law.

LEGAL CHILDCARE

Any childcare provided by a regulated provider or an informal childcare provider as defined in Department Regulation 415.1.

LEGAL GUARDIAN

An individual other than a parent, legally responsible for a child

LEGALLY RESPONSIBLE RELATIVE

A relative who, by law is responsible for the support and care of another person such as a spouse, parent or step-parent. Parents (including adoptive parents) and step-parents are responsible for the support of their children and/or step-children only under the age of 21.

LIFE INSURANCE

Contract between the holder of a policy and an insurance company, whereby the company agrees, in return for periodic premium payments, to pay a specified sum (face value) to the designated beneficiary upon the death of the insured. Life insurance is a potential asset.

1. CASH VALUE (INSURANCE) – The cash surrender value of a life insurance policy is:

a. The reserve value less a surrender charge which the insurer will pay upon cancellation of the policy before death, or

b. A predetermined amount at a given point in time.

2. FACE VALUE (INSURANCE) – The value stated on the face of an insurance policy, the value at maturity or death, or the value upon which interest is computed.

3. TERM INSURANCE – A form of pure life insurance usually having no cash surrender value and generally providing insurance protection for only a specified or limited period of time; though such policy is usually renewable from time to time.

LITERACY TRAINING

See Educational Activities.

LUMP SUM PAYMENTS

Lump sum income is receipt of any substantial, non-recurring/windfall amount of money– i.e., inheritance, gift, accident settlement, etc.

MANDATORY PAYROLL DEDUCTIONS

The personal work expenses of Federal, State, and local taxes, social security taxes and disability insurance.

MINOR CARETAKER RELATIVE

A parent or appropriate other relative, under 21, who is primarily responsible for the care of a child.

MINOR DEPENDENT CHILD (filing Unit)

An individual under the age of 18

MISSING PARENT

Parent whose whereabouts are unknown.

NEEDS (ESTIMATE OF NEED)

Monthly amount which is considered adequate for an individual or family to meet the basic necessities of living. Items to be considered in determining needs are defined in OTDA regulations as are the monetary amounts which are considered sufficient to meet those needs.

NET INCOME

Total earned income less income deductions and exclusions.

NET LOSS OF CASH INCOME

An amount by which a household's gross income, less any necessary work-related expenses, is less than the cash assistance the household was receiving at the time of receiving an offer of employment. Gross income includes, but is not limited to, earnings, unearned income and cash assistance.

NON-ASSISTANCE

Non-assistance for federal purposes are benefits that are not recurring and are short –term, designed to meet a specific crisis or episode of need, not meeting recurrent or ongoing needs, and not extending beyond four months. Non- assistance paid to a TANF recipient does not count toward the TANF 60-month time limit.

NON-IMMIGRANTS

Aliens admitted temporarily for specific purposes and specific periods of time.

NON-LEGAL UNION

Refers to an unmarried couple living together with or without children.

NON-PERSONAL WORK EXPENSES

Expenses incurred in connection with a particular job, such as union dues, cost of tools, materials, uniforms, and/or equipment not supplied by employer, and/or fees for licenses or permits required by law.

ON-THE-JOB TRAINING (OJT)

An activity which participants are trained at worksites for particular jobs. The training is mostly active learning-by-doing and participants immediately apply the skills they learn. Participants are employed by private sector employers and, while engaged in productive work, receive training that provides the skills and knowledge essential to the full and adequate performance of the jobs.

PARENT

Natural or adoptive parent, but not stepparent.

PARENT (MINOR)

Parent under age 18.

PAROLEES

Aliens not otherwise admissible who are sometimes paroled into the United States at the discretion of the government.

PARTICIPATING IN A STRIKE

The term "participating in a strike" means concerted cooperation and support for a strike action which results in a reduction of income, but does not include in its meaning concurrent work stoppage due to illness, approved vacation, firing, lock-out, lay-off related to the strike, intimidation or threats by strikers, acceptance of other full-time employment or any other reason consistent with OTDA Regulations.

PAYMENT QUARTER

A term used in quarterly reporting. The three-calendar month period after the process month.

PERIODIC REPORT

A form ([LDSS-4310](#)) that recipient's subject to quarterly reporting must complete and return to the local district between semi-annual face-to-face re-certifications.

PERIODIC REPORTING (QUARTERLY REPORTING)

A procedure for obtaining information concerning the incomes and circumstances of certain TA recipients through semi-annual re-certifications and semi-annual mailed reports.

PERSONAL PROPERTY

Generally, any item of value owned, other than real property or insurance.

PERSONAL WORK EXPENSES

Expenses such as federal, state and local taxes, withholding taxes such as social security, group insurance, meals and transportation, and child care.

POLICY

Rules under which a program of TA is administered.

POST-SECONDARY EDUCATION

See Educational Activities.

PREGNANCY ALLOWANCE

The \$50 allowance granted to a pregnant woman

PROCESS MONTH

A term used in quarterly reporting. The month in which information contained in a quarterly report or obtained during a recertification is reviewed. With respect to information obtained from a quarterly report, the process month is the third month of an authorization period. With respect to information obtained at recertification, the process month is the last month of the authorization period.

PRORATING

1. Process of calculating an amount for the specified number of days which are fewer or more than the regular period for which the need was established.
2. Arithmetic process whereby the needs and/or income of a household are divided by the number of people in the household to determine each individual member's share of those needs and/or income.

PROSPECTIVE BUDGETING

This means that the local districts shall determine the amount of the grant based on an estimate of average monthly income and/or circumstances which will exist in the month in which the TA grant is made.

PUTATIVE FATHER

A male against whom an allegation of paternity of a child born or to be born out of wedlock has been made, but for whom paternity has not been acknowledged or adjudicated.

RECERTIFICATION

Process by which continuing eligibility for TA is established by investigation and documentation at specified intervals and which shall include a reevaluation and reconsideration of all variable factors of need and other factors of eligibility and a decision made to continue, modify or discontinue the grant.

RECIPIENT

Person who has submitted an application for TA and who has been determined by the local district to be eligible for a specific program. Also includes those eligible individuals on whose behalf a TA application was submitted by another person.

RECOUPMENT

The method of recovering overpayments made to TA households by reducing the amount of their ongoing assistance grant.

RECURRENT INCOME

Income received on a regular and anticipated basis.

REFUGEES

A refugee is an alien who is outside any country of his/her nationality and who is unable or unwilling to return, and is unable to avail himself or herself of the protection of that country because of persecution on account of race, religion, nationality, membership in a particular social group or political opinion, or is an individual designated a refugee by the President.

REGULATED CHILDCARE

A licensed, certified or registered childcare provider as defined in Regulation 415.1.

REPORT QUARTER

A term used in quarterly reporting. The three-month period covered by a quarterly report.

RESOURCES

Assets, income (in cash or in kind), or other property which may be used to reduce or eliminate an applicant's/recipient's need for TA.

RESTRICTED PAYMENT

Money payment made to or on behalf of eligible individuals or families in a form other than in cash, checks, or warrants immediately redeemable at par, with no restrictions on the use of funds by the individual imposed by the local district.

RSDI (Retirement, Survivors, and Disability Insurance)

The official name of benefits issued under Title II of the Social Security Act. These benefits are frequently referred to simply as "social security", and are also known as OASDI (Old-Age, Survivors, and Disability Insurance).

SAFETY NET ASSISTANCE (SNA)

SNA is a state and locally funded program that provides cash assistance to eligible individuals, couples and families that are not eligible for family assistance.

SANCTION

The action of disqualifying a person from receiving TA because that person has refused to meet certain requirement(s) of a TA program. The sanction may be imposed for a specific period of time and/or until compliance depending on the program requirement.

SERVICE PROVIDER

A public agency or a private non-profit or private for-profit organization providing an employment related activity(ies) or service(s) to the local district or the Department through contract or agreement.

SEVERANCE PAY

Payment, usually a lump sum, by some employers to employees at termination of employment. Amount is usually based on wages and number of years of service.

SIBLINGS

For purposes of the "filing unit" provision a sibling is a blood related (at least one common parent) or adoptive brother or sister under the age of 18 but not stepbrother or stepsister (no blood relation).

SPONSOR OF ALIEN

A sponsor is any person or public or private agency that executed an Affidavit(s) of Support (I-864) or similar agreement on behalf of an alien who is not the child of the sponsor or the sponsor's spouse as a condition of the alien's entry into the U.S.

SPOUSE

Husband or wife.

STATE-PRESCRIBED FORM

A form which must be used for a specified purpose and without alteration by local districts and/or applicants/recipients. For example, the application form is a State prescribed form and must be used by anyone seeking TA.

STEP-PARENT

Person not a natural parent who is the spouse of a parent; the stepmother or the stepfather of a child.

STRIKE

The term includes any strike or other concerted stoppage of work by employees (including a stoppage by reason of the expiration of a collective bargaining agreement) and any concerted slow down or other concerted interruption of operations by employees.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

A state program that provides food assistance to some individuals who are ineligible for federal supplemental nutrition assistance program due to their alien status.

TA HOUSEHOLD

1. Number used in the TA budgeting process to determine the total needs of a household. Generally, the household count shall include persons who indicate a desire to receive TA and who reside together in the same dwelling unit. However, some individuals are automatically included in the TA household, regardless of their desire to apply for assistance. These individuals can be:
2. Persons on separate assistance grants (cooperative cases)
3. Non-applying legally responsible individuals with income sufficient to meet their needs. SSI recipients are not counted in the TA household unless they are applying for supplementary SNA. When the TA household number differs from the case count, a proration factor is used to determine the actual TA needs for the case. The amount of need for the number in the household is multiplied by the proration factor to give the total needs for the case.

TEMPORARY ABSENCE

Any absence from the local district administering the grant, providing that the recipient:

1. Does not leave the United States, and
2. Does not show evidence of intent to establish residence elsewhere.

TEMPORARY ASSISTANCE (TA) – now called PUBLIC ASSISTANCE (PA)

TA is the cash assistance component of welfare. In New York State, temporary assistance includes: Family Assistance, Safety Net Assistance, Emergency Assistance to Needy Families, Emergency Safety Net Assistance and Emergency Assistance to Adults.

TENANT OF RECORD

The person who has or persons who have primary responsibility for payment of the monthly rent or mortgage for their dwelling unit. Individuals who contribute a portion of the monthly rent/mortgage to a person responsible for payment of the monthly rent/ mortgage for their dwelling unit are not considered a tenant of record. To have primary responsibility for the payment of residential heating costs, the applicant recipient must be the customer of record with a home energy vendor.

TIME LIMITS

Assistance received will count toward a time limit (TANF 60-month, State 60-month or State 24 month) when made to a trackable individual in a trackable case type (FA, noncash SNA/FP, cash SNA).

TIMELY NOTICE

This is the written notice a local district must issue before taking action to reduce or terminate a household's grant or allotment within its certification period. This notice must be sent at least ten days prior to the date such action is effective.

TRANSITIONAL CHILDCARE

Childcare provided to eligible families when such care is necessary for a family member to accept or retain employment.

UNDOCUMENTED ALIEN

Undocumented aliens are non-citizens who entered the U.S. by avoiding inspection at the border, without being admitted or paroled by INS officer or temporary visitors who overstay their nonimmigrant visa.

UNUSUAL CIRCUMSTANCES

Failure or delay on the part of an applicant, recipient, or examining physician, or an administrative or other emergency beyond the social services district's control, which prevents a decision on categorical eligibility within the time limits specified in Office regulations.

VENDOR PAYMENTS

Issuance of an order to a vendor, or payment to a vendor for furnishing food, living accommodations, or other goods or services to a TA recipient.

VOLUNTEER

An applicant for or recipient of TA who, whether or not exempt from participation requirements, volunteers for participation in employment activities.

WAGE SUBSIDY

A payment made to a public or private employer to subsidize an employee's wage or fringe benefits. A wage subsidy may be offered as an incentive for an employer to hire a welfare recipient.

WELFARE TO WORK BLOCK GRANT

A program funded by the U.S. Department of Labor to provide employment related services to move hard to employ individuals to unsubsidized employment.

WORK ACTIVITY

A program or job to which an applicant or recipient of temporary assistance is assigned by a social services official. All unsubsidized employment is considered a work activity.

A list of work activities is included in Department of Labor regulations (12 NYCRR 1300.9). The number of hours an individual may be assigned to work experience is limited by the value of the temporary assistance and supplemental nutrition assistance program benefits divided by the minimum wage.

WORK EXPERIENCE

A program designed to improve the job readiness of participants through actual work experience. Participants may be assigned to public or private nonprofit agencies.

WORK EXPERIENCE SITE

A public agency, municipality, or non-profit institution where work experience positions are provided through contract or agreement with the local district or project operator.

Definitions for Abbreviated Terms

Acronym	Meaning
ABAWD	Able bodied Adult w/o Dependents
ABEL	Automated Budgeting and Eligibility Logic – creates TA and Food Stamp budgets
A/C	Aid Continuing
ADA	American’s with Disabilities Act
ADC	Aid to Dependent Children
ADC-EP	ADC Essential Person
ADC-FC	ADC-Foster Care
ADC-U	ADC-Unemployed Parent
ADM	Administrative Directive
AFA	Anticipated Future Action
AFIS	Automated Finger Imaging System
AP	Absent Parent
APP-REG	Application Registration
APP-TAD	Application Turnaround Document
A/R	Applicant/Recipient
ASAP	As Soon As Possible
BC	Birth Certificate
BICS	Benefit Issuance & Control System
BRIA	Bureau of Refugee and Immigration Assistance
CA	Number in Case – depending on context of comment
CA	Continued Aid – depending on context of comment
CAMS	Cash Assistance Management Subsystem
CASAC	Credentialed Alcohol and Substance Abuse Counselor
CASE NO	Case Number
CAT	Category
CBIC	Common Benefit Identification Card
CC	Child Care
CCII	Congregate Care Level II
CCIII	Congregate Care Level III (Adult Home)
CCC	Child Care Council
CE	Categorically Eligible
CHP A	Child Health Plus A
CHP B	Child Health Plus B
CIN	Client Identification Number
CL	Client
CNS	Client Notice System – State’s system that produces and mails client notices
COLA	Cost of Living Adjustment
COV	Coverage
CPS	Child Protective Services
CS	Child Support
CSEU	Child Support Enforcement Unit
CSR	Case Supervisory Review
CT	Case Type
D/A	Drug/Alcohol
DC	Childcare
DE	Data entry

DFR	District of Fiscal Responsibility
DMV	Department of Motor Vehicles
DOB	Date of Birth
DOH	Department of Health – responsible for Medicaid regulations
DOL	Department of Labor
EAA	Emergency Assistance for Adults
EAF	Emergency Assistance to Families
EBICS	Electronic Benefit Issuance and Control System
EBT	Electronic Benefit Transfer – system allows for payment of grants and food stamps at point of sale
EDC	Expected Date of Confinement
EFF	Effective
EHP	Enriched Housing Program
EIC	Earned Income Credit
EMedNY	Electronic (online) Medicaid Management System for NYS
EMEVS	Electronic Medicaid Eligibility Verification System
EOC	Educational Opportunity Center
EOP	Educational Opportunity Program
EP	Essential Person
ERT	Employment Related Training
ESN	Emergency Safety Net
ESOL/ESL	English as a Second Language
EU	Employment Unit
FA	Family Assistance
FC	Foster Care
FCU	Federal Credit Union
FDC	Family Childcare
FE	Facilitated Enrollment/Enroller
FEDS	Front End Detection System
FEMA	Federal Emergency Management Assistance
FFY	Federal Fiscal Year
FH	Fair Hearing
FHO	Fair Hearing Office
FHP	Family Health Plus
FICA	Federal Insurance Contributions Act
FMV	Fair Market Value
FNP	Federally Non-Participating
FP	Federally Participating
FP-SNA	Federally Participating Safety Net
FT	Full Time
FTF	Face to Face
FTP	Failed to Provide
FTR	Failed to Recertify
FV	Furniture Voucher
FYI	For your Information
GFDC	Group Family Childcare
GIS	General Information System
GIT	Gross Income Test
HEA	Home Energy Allowance
HEAP	Home Energy Assistance Program
HEFPA	Home Energy Fair Practices Act

HH	Household
HMO	Health Maintenance Organization
HO	Hearing Officer
HUD	Housing and Urban Development
ICE	Immigration and Customs Enforcement
ID	Identification Card
IDA	Individual Development Account
IEDC	Income Eligible Childcare
IEDR	Imaging and Enterprise Document Repository
IHE	Inadvertent Household Error
IMA	Independent medical assessment
INF	Department Informational Letter
INA/INS	Immigration and Nationality Act/Services
IPV	Intentional Program Violation
IRA	Individual Retirement Account
IRS	Internal Revenue Service
IV-D	Funding Stream for Child Support – refers to Child Support
JOBS	Job Opportunities & Basic Skills Training Program
JRT	Job Readiness Training
JS	Job Search – or JSO – job search orientation
LIF	Low Income Families
LCM	Local Commissioners Memorandum
LDSS	Local Department of Social Services
LLS	Landlord Statement
LPR	Lawful Permanent Resident (alien status)
LRR	Legally Responsible Relative
LTR	Lawful Temporary Resident
MA	Medicaid/Medical Assistance
MABEL	Medical Assistance Budget Eligibility Program
MAGI	Modified Adjusted Gross Income
MARG	Medical Assistance Reference Guide
MBIWD	Medicaid Buy-In for the Working Disabled
MC	Managed Care
MED A	Medicare A
MED B	Medicare B
MED D	Medicare D
MOE	Maintenance of Effort
MRB/A	Mass Re-budgeting/Reauthorization
MSP	Medicare Savings Program
NA	Not Applicable
NAMI	Net Available Monthly Income
NDA	Non-Dependent Relative
NH	Nursing Home
NHTDWP	Nursing Home Transition Diversion Waiver Program
NLU	Non-Legal Union
NOD	Notice of Decision
NTA/SNAP	Non-Public Assistance SNAP
NPC	Non-Parent Caretaker
NYC	New York City
NYCRR	NY Codes of Rules and Regulations

NYS	New York State
NYSNIP	New York State Nutrition Improvement Program - food stamps for SSI clients
OAH	Office of Administrative Hearings
OASAS	Office of Alcohol and Substance Abuse Services
OASDI	Old-Age, Survivors Disability Insurance
OCFS	Office of Children and Family Services
OJT	On the Job Training
OMH	NYS Office of Mental Health
OMRDD	NYS Office of Mental Retardation/Developmental Disabilities
OSS	On Site Scanning
OTDA	Office of Temporary and Disability Assistance
PA	Public Assistance
PAR	Parent
PASB	Public Assistance Source Book
PCP	Pre-paid Capitation Plan (HMO)
PE	Presumptive Eligibility
PIN	Personal Identification Number
PNA	Personal Needs Allowance
POS	Point of Sale
PRWORA	Personal Responsibility & Work Opportunity Recon Act
PRUCOL	Permanently Residing in the US under color of the law
PSC	Public Service Commission
PT	Part Time
QC	Quality Compliance
QMB	Qualified Medicare Beneficiary
QR	Quarterly Reporting for TA purposes
RAP	Refugee Assistance Program
REGS	Regulations
RFI	Resource File Integration
RTW	Returned to worker (for corrections) OR Return to Work (for clients)
SDX	State Data Exchange – gives us information on SSI benefits
SM	Semi-monthly
SN	Safety Net
SNAP	Supplemental Nutrition Assistance Program – formerly known as food stamps
SOLQ	State On-Line Query – gives us information on SSI benefits
SSA	Social Security Administration
SSD	Social Security Disability
SSI	Supplemental Security Income
SSN	Social Security Number
Stip	Stipulation (in a Fair Hearing)
SUA	Standard Utility Allowance
TA	Temporary Assistance
T/A	Turn-around
TANF	Temporary Assistance for Needy Families
TASB	Temporary Assistance Source Book
TBA	Transitional Benefits
TEAP	Training & Employment Assistance Program
TPHI	Third Party Health Insurance
TPR	Third Party Resource
UIB	Unemployment Insurance Benefits

VA	Veteran's Administration
VESID	Vocational Educational Services for Individuals with Disabilities
VISTA	Volunteers in Service to America
VITA	Volunteer Income Tax Assistance
WC	Worker's Compensation
WE	Work Experience
WIC	Women, Infants and Children
WMS	Welfare Management System – State's computer system for welfare
WTW	Welfare to Work

Appendices

Appendix A

LDSS-4923 (Rev. 5/15)

NYS OTDA

TANF and SNA MOE Work Activities Countability Desk Guide

(Households with Dependent Children)

Work Activities	Definition	TANF/SNA MOE All Families* (50%)
Unsubsidized Employment	Employment in the private, public, or nonprofit sector for which the employer does not receive a subsidy. Includes paid internships.	All scheduled hours are fully countable.
Subsidized Private Sector Employment	Employment in the private sector for which the employer receives a subsidy that is funded by federal, State, or local funds to support the employment. Includes positions subsidized through grant diversion (TEAP), supported employment programs and paid college work study programs at private institutions.	All scheduled hours are fully countable.
Subsidized Public Sector Employment	Employment in the public sector for which the employer receives a subsidy that is funded by federal, State, or local funds to support the employment. Includes positions subsidized through grant diversion (TEAP), supported employment programs and paid college work study programs at public institutions.	All scheduled hours are fully countable.
Work Experience	A work activity in which a person performs unpaid work in the public or nonprofit sector to improve the employability of the participant. Includes unpaid internships.	All actual hours are fully countable. The monthly work experience hours must not exceed the amount derived by the monthly PA grant plus the Supplemental Nutrition Assistance Program (SNAP) allotment divided by the State or federal minimum wage, whichever is higher.
On-the-Job Training	A work activity in which a person receives training by the employer while on the job. On-the-job training may be subsidized or unsubsidized employment.	All scheduled hours are fully countable.
Job Search	A work activity in which a person is engaged in an active effort to secure employment.	All actual hours are fully countable, but for only 6*** weeks, no more than 4 consecutive, during a 12 month period, separately or combined with job readiness training. (Rest of State systems changes tracking job search/job readiness activities within a 12 month period are being developed as a system enhancement to WTWCMs. Until that time, participation in job search or job readiness training activities will continue to be tracked per federal fiscal year. Districts will be notified once the changes are made.)
Job Readiness Training	A work activity in which a person is engaged in active training designed to provide assistance in securing employment. Includes life skills training and short term substance abuse treatment, mental health treatment or rehabilitative activities.	All actual hours are fully countable, but for only 6*** weeks, no more than 4 consecutive, during a 12 month period, separately or combined with job readiness training. (Rest of State systems changes are tracking job search/job readiness activities within a 12 month period are being developed as a system enhancement to WTWCMs. Until that time, participation in job search or job readiness training activities will continue to be tracked per federal fiscal year. Districts will be notified once the changes are made.)
Community Service	Typically a structured volunteer work activity in which a person performs unpaid work in the public or nonprofit sector which directly benefits the community. May include court ordered activities that otherwise meet the definition of community service.	All actual hours are fully countable. The work component of a community service assignment must not exceed the hours derived by the monthly PA grant and SNAP allotment divided by the State or federal minimum wage, whichever is higher.

Appendix B

TANF and SNA MOE Work Activities Countability Desk Guide (Households with Dependent Children)

Work Activities	Definition	TANF/SNA MOE All Families* (50%)
Vocational Education	A work activity that involves organized educational programs offering a sequence of courses that are directly related to the preparation of individuals for employment in current or emerging occupations that require training of up to four years of post-secondary education (or the part-time equivalent.)	All actual hours are fully countable, but for only 12 months lifetime.
Childcare Provider for Community Service Participant	A work activity in which a person provides unpaid childcare for a participant enrolled in community service only.	All actual hours are fully countable.
Job Skills Training	A work activity that is directly related to employment designed to improve the participant's employability and ensure basic skills competencies required by employers. May also include vocational education activities beyond the 12 month lifetime limit.	Actual hours only count toward hours above 20.
Education Training**	A work activity that is necessary to the individual's attainment of employment which includes literacy, English as a Second Language, and Adult Basic Education.**	
High School or Equivalent**	High school education or education designed to prepare a participant for a high school equivalency certificate. This includes alternative high school and High School Equivalency (HSE) courses.**	
Other local district activity, not included above	Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.	No hours are countable.

* Two Parent Families in which both parents are in receipt of TANF or SNA MOE funds but one, or both, is disabled (assigned employability code 24, 36, 41, 42, 43, 44, 47, 49, 54, 63, or 70) remain in the federal All Families rate and are treated as single parent families.

** Participation in high school, or equivalent, or in education directly related to employment, for married teens or teen head of households (employability code 17) counts fully as long as the participant:
 > maintains satisfactory attendance at secondary school or the equivalent, or
 > participates for at least 20 hours per week in education directly related to employment.

*** If the State's total unemployment rate is at least 50% greater than the United States' total unemployment rate or if the State meets the federal definition of a needy State, then participation in job search/job readiness assistance counts for a maximum of 12 weeks, no more than 4 consecutive.

Participant	TANF/SNA MOE All Families Minimum Hours (Average Weekly During the Month)
Single Parent Families with a child less than 6 years of age (includes families in which the second parent is in the household but not an active or sanctioned recipient on the case)	20 +
Single Parent Families with youngest child 6 years of age or older ++	30 +
Two Parent Families in which one parent is disabled	30 +

+ All nonexempt individuals that receive public assistance may be assigned up to 40 hours per week. Note: The hours of participation in the work experience, or community service if mandated, are limited to the total monthly PA grant and SNAP allotment divided by the State or federal minimum wage, whichever is higher.

++ Two Parent Families, in which neither parent is disabled, whose assistance costs are shifted to SNA non-MOE (see 06-LCM-09) are to be treated in the same manner as TANF/SNA MOE families and may be required to participate up to 40 hours weekly. Such cases are currently not included in the federal or State participation rate calculations.

http://otda.state.ny.net/ldss_eforms/eforms/4923.pdf

Appendix C

SNA non-MOE Work Activities Countability Desk Guide

(Households without Dependent Children)

Work Activities	Definition	SNA non-MOE* (50%)
Unsubsidized Employment	Employment in the private, public, or nonprofit sector for which the employer does not receive a subsidy. Includes paid internships.	All scheduled hours are fully countable.
Subsidized Private Sector Employment	Employment in the private sector for which the employer receives a subsidy that is funded by federal, State, or local funds to support the employment. Includes positions subsidized through grant diversion (TEAP), supported employment programs and paid college work study programs at private institutions.	All scheduled hours are fully countable.
Subsidized Public Sector Employment	Employment in the public sector for which the employer receives a subsidy that is funded by federal, State, or local funds to support the employment. Includes positions subsidized through grant diversion (TEAP), supported employment programs and paid college work study programs at public institutions.	All scheduled hours are fully countable.
Work Experience	A work activity in which a person performs unpaid work in the public or nonprofit sector to improve the employability of the participant. Includes unpaid internships.	All actual hours are fully countable. The monthly work experience hours must not exceed the amount derived by the monthly PA grant plus the Supplemental Nutrition Assistance Program (SNAP) allotment divided by the State or federal minimum wage, whichever is higher.
On-the-Job Training	A work activity in which a person receives training by the employer while on the job. On-the-job training may be subsidized or unsubsidized employment.	All scheduled hours are fully countable.
Job Search	A work activity in which a person is engaged in an active effort to secure employment.	All actual hours are fully countable, but for only 6*** weeks, no more than 4 consecutive, during a 12 month period, separately or combined with job readiness training. (Rest of State systems changes tracking job search/job readiness activities within a 12 month period are being developed as a system enhancement to WTCMS. Until that time, participation in job search or job readiness training activities will continue to be tracked per federal fiscal year. Districts will be notified once the changes are made.) Participation beyond these limits counts towards hours above 20.
Job Readiness Training	A work activity in which a person is engaged in active training designed to provide assistance in securing employment. Should not include life skills training and short term substance abuse treatment, mental health treatment or rehabilitative activities.	All actual hours are fully countable, but for only 6*** weeks, no more than 4 consecutive, during a 12 month period, separately or combined with job readiness training. (Rest of State systems changes tracking job search/job readiness activities within a 12 month period are being developed as a system enhancement to WTCMS. Until that time, participation in job search or job readiness training activities will continue to be tracked per federal fiscal year. Districts will be notified once the changes are made.)
Community Service	Typically a structured volunteer work activity in which a person performs unpaid work in the public or nonprofit sector which directly benefits the community. May include court ordered activities that otherwise meet the definition of community service. For SNA non-MOE also includes caring for an incapacitated household member or substance abuse or other treatment activities that assist the individual in becoming self-sufficient.	All actual hours are fully countable. The work component of a community service assignment must not exceed the hours derived by the monthly PA grant and SNAP allotment divided by the State or federal minimum wage, whichever is higher.

Appendix D

SNA non-MOE Work Activities Countability Desk Guide

(Households without Dependent Children)

Work Activities	Definition	SNA non-MOE* (50%)
Vocational Education	A work activity that involves organized educational programs offering a sequence of courses that are directly related to the preparation of individuals for employment in current or emerging occupations that require training of up to four years of post-secondary education (or the part-time equivalent.)	All actual hours are fully countable but for only 12 months lifetime. Participation, beyond this limit, counts towards hours above 20.
Childcare Provider for Community Service Participant	A work activity in which a person provides unpaid childcare for a participant enrolled in community service.	All actual hours are fully countable.
Job Skills Training	A work activity that is directly related to employment designed to improve the participant's employability and ensure basic skills competencies required by employers. May also include vocational education activities beyond the 12 month lifetime limit.	Actual hours only count toward hours above 20.
Education Training**	A work activity that is necessary to the individual's attainment of employment which includes literacy, English as a Second Language, and Adult Basic Education.	
High School or Equivalent**	High school education or education designed to prepare a participant for a high school equivalency certificate. This includes alternative high school and High School Equivalency (HSE) courses.**	
Other local district activity, not included above	Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.	No hours are countable.

* Two Parent Families, in which neither parent is disabled, whose assistance costs are shifted to the SNA non-MOE may be required to participate up to 40 hours weekly. Such cases are currently not included in the federal or State rate calculations.

** Participation in high school, or equivalent, or in education directly related to employment for teens (employability code 17) counts fully as long as the participant:

- > maintains satisfactory attendance at secondary school or the equivalent, or
- > participates for at least 20 hours per week in education directly related to employment.

*** If the State's total unemployment rate is at least 50% greater than the United States' total unemployment rate or if the State meets the federal definition of a needy State, then participation in job search/ job readiness assistance counts for a maximum of 12 weeks, no more than 4 consecutive.

Participant	SNA non-MOE Minimum Hours (Average Weekly during the Month)
Nonexempt Individual	35 +
Work Limited (or Exempt) Individual	ANY++

+ All nonexempt individuals who receive public assistance may be assigned up to 40 hours per week. Note: The hours of participation in work experience, or the work component of community service, are limited to the hours derived by the total monthly PA grant plus the SNAP allotment divided by the State or federal minimum wage, whichever is higher.

++ For SN non-MOE, work limited or exempt individuals who participate any number of hours count fully as long as the participation is in accordance with the limitation and the participation is in a core activity. Also, for SNA non-MOE, individuals reported as being in referral status count during the report month and individuals reported as being in conciliation, referred for noncompliance or sanction process count fully for up to four months based on being reported as being in the noncompliance process during the report month or prior three months.

http://otda.state.nyenet/ldss_eforms/eforms/4924.pdf

Appendix E

Contact information for Pending Temporary Assistance (Cash Benefits)
<ul style="list-style-type: none">• phone: (315) 435-2700 (follow the automated prompts)• To submit documents via e-mail: TA-SNAPIntake@dfa.state.ny.us• fax: (315)435-3599
Contact information for Active Temporary Assistance (Cash Benefits)
<ul style="list-style-type: none">• phone- 315-435-2700 (follow the automated prompts)• To submit documents via e-mail: TADocs@dfa.state.ny.us• fax: (315)435- 8230
Contact information for Supplemental Nutrition Assistance Program Cases – Active and pending (Not in receipt of Cash Assistance)
<ul style="list-style-type: none">• phone: (315) 435-2700 (follow the automated prompts)• To submit documents via E-mail: TA-SNAPIntake@dfa.state.ny.us OR SNAPDocs@dfa.state.ny.us• fax: (315)-435-2929
Contact information for Active Medicaid Cases (Not in receipt of Cash Assistance or SSI)
<ul style="list-style-type: none">• Phone: (315)435-2928<ul style="list-style-type: none">○ If you have a question regarding a nursing home or hospital bill for the aforementioned population, please call (315)435-2928• Fax: Community Medicaid - (315)435-2782; (315)435-3938; (315)435-7741 Chronic Care Medicaid – (315)435-8530; (315)435-2186
Questions regarding JOBSplus!
<ul style="list-style-type: none">• Phone: call 315-3242• fax:315-442-3254

Appendix F

Commissioner	Sarah Merrick	Sarah.Merrick@dfa.state.ny.us	(315) 435-2985
Executive Deputy Commissioner (also oversees the legal department including Fair Hearings)	Monica Brown	Monica.Brown@dfa.state.ny.us	(315) 435-2985
Executive Assistant to the Commissioner	Lorraine Alexander	Lorraine.Alexander@dfa.state.ny.us	(315) 435-2985
Director, Medical Assistance (Medicaid)	Brenda Streeter	Brenda.Streeter@dfa.state.ny.us	(315) 435-2928x 7365
Chief Welfare Attorney	Paula Mallory Engel	Paula.Engel@dfa.state.ny.us	(315) 435-2985
Director, Administrative Services (includes Resources, Burial Assistance & Recovery)	Brian Lynch	Brian.Lynch@dfa.state.ny.us	(315) 435-2985
Director, Child Support	Lorraine Korkus	Lorraine.Korkus@dfa.state.ny.us	(315) 435-6839x 4816
Director, Temporary Assistance	Jennifer Robinson	Jennifer.Robinson@dfa.state.ny.us	(315) 435-2700x 7460
Director, JOBSplus!	Janice Mayne	Janice.Mayne@dfa.state.ny.us	(315) 442-3242 x 7633

Appendix G

Federal Disability Programs

There are two Federal disability programs Administered by Social Security Administration (SSA):

Social Security Disability Insurance (SSDI) is a Federal disability income program for adults who have worked and now find themselves unable to work due to a disability.

Social Security Disability Insurance pays benefits to you and certain members of your family if you are "insured," meaning that you worked long enough and paid Social Security taxes.

- The amount of your monthly benefit is based on your lifetime average earnings covered by Social Security.
- Social Security Disability Insurance benefits are paid starting six months from the onset date of the disability, but no more than 12 months prior to application.

Supplemental Security Income (SSI) is Federal program for adults and children who meet the definition of disabled and have limited income and resources. It is designed to help aged, blind, and disabled people, who have little or no income; and it provides cash to meet basic needs for food, clothing, and shelter.

Supplemental Security Income pays benefits based on financial need.

- The amount of your monthly benefit is based on your income and resources.
- SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits.
- Supplemental Security Income (SSI) benefits may be paid from the month of application.

Anyone who believes they meet Federal Disability requirements is eligible to apply. Your family members may also receive benefits if you can no longer work due to a medical condition.

You are considered disabled under Social Security rules if:

- You cannot work due to a medical condition;
- You cannot do work that you did before;
- We decide that you cannot adjust to other work because of your medical condition(s); **and**
- Your disability has lasted or is expected to last for at least one year or to result in death.

People who have worked long enough may also be able to receive Social Security Disability Insurance benefits as well as Supplemental Security Income (SSI) benefits. Contact the Social Security Administration (SSA) by phone: 1-800-772-1213 Monday-Friday 7:00AM-7:00PM

Appendix H

Temporary Assistance (TA) – Employment Sanction	
Failure to comply with TA Employment requirements may result in the following individual sanctions:	
Applicant/Recipient with dependent children	1st – until compliance 2nd – 90 days and until compliance 3rd – 180 days and until compliance *The remaining household members may continue to receive assistance. The household’s budget is reduced by removing the sanctioned individual’s pro-rated needs.
Applicant /Recipient without dependent children	The case will be closed and the following progressive sanction imposed: 1st – 90 days and until compliance 2nd – 150 days and until compliance 3rd – 180 days and until compliance
NOTES:	
If a TA Applicant fails to complete Job Search activities or fails to keep and complete the Assessment Appointment the entire case is denied.	
If a TA Recipient fails to complete Job Search activities or fails to keep and complete the Assessment Appointment the durational sanctions listed above will apply.	
Voluntary Job Quit Sanctions:	
<u>APPLICANT</u> FA SN	Individual is sanctioned 90 days from the quit date
<u>RECIPIENT</u> HOUSEHOLDS WITH DEPENDENT CHILDREN	1st – until compliance 2nd – 90 days and until compliance 3rd – 180 days and until compliance
<u>RECIPIENT</u> HOUSEHOLDS WITHOUT DEPENDENT CHILDREN	1st – 90 days and until compliance 2nd – 150 days and until compliance 3rd – 180 days and until compliance

Temporary Assistance (TA) – Substance Use Disorder Treatment

When the head of household and/or other adult household member fails to comply with drug and alcohol screening or assessment requirements, take the following case action:

Single: Close or deny case and sanction until compliance.

Family: Individual is ineligible until compliance. The household’s budget is reduced by the individual’s prorated needs.

When the head of the household and/or other adult household member fails to participate in mandatory substance abuse treatment or fails to document participation, the sanctions are as follow:

Single: Close or deny case, impose a durational and until compliance sanction.

- 1st failure - 45 days and until compliance
- 2nd failure -120 days and until compliance
- 3rd failure - 180 days and until compliance

Family: Individual is ineligible for a specific period and until compliance. The household’s budget is reduced by the individual’s prorated needs.

or
Until entry/reentry into an OASAS Certified level II or VA operated in-patient treatment facility if deemed appropriate by DHS.

Medicaid (MA)

There are no “rehabilitation” requirements to receive Medicaid.