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| LOCAL COMMISSIONERS MEMORANDUM |
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Transmittal No: 92 LCM-175

Date: November 17, 1992

Division: Economic Security

TO: Local District Commissioners

SUBJECT: Quarterly Client Contact

ATTACHMENTS: Attachment I: Laser Letter - (Not available on-line)

The purpose of this Memorandum is to inform you of upcoming changes to the current Monthly Reporting/Retrospective Budgeting (MRRB) process, to outline what actions will take place to facilitate the transition to the Quarterly Client Contact (QCC) system, and to explain what options are available to local districts in the implementation of QCC. These changes are reflected in proposed regulations which are now being published for public comment. We do not anticipate that the final regulations will change the information described in the LCM to any significant degree. In addition, a forthcoming Administrative Directive will provide additional details regarding QCC.

Overview of the Quarterly Client Contact System

All public assistance cases with earned income (except for TEAP participants) and food stamp cases with earned income not in receipt of SSI will be required to submit a quarterly mailer at the midpoint of their certification period. Social Services districts will be required to process mailers returned by these cases. Regardless of the waivers previously granted to local districts, all cases subject to QCC must be recertified through a face-to-face interview once every six months.

As with MR, failure to return a completed QCC mailer can, after proper notice, result in the discontinuance of both the public assistance and food stamp benefits. Except for Support pass-throughs which will continue to be budgeted one month after receipt, retrospective budgeting will no longer be used to determine the amount of PA and FS benefits. Instead, benefits will be calculated prospectively using the average monthly income expected to be received in the quarter.

Time Frames for Implementation

November 1992 will mark the final month for which monthly reporting mailers will be sent. Local districts will use the wage information contained in this and the October mailer to prospectively calculate the PA and FS benefit beginning in January of 1993.

The QCC process is scheduled to begin in March 1993, when the Department will identify cases meeting the aforementioned criteria which have a certification period beginning in February 1993, and send a QCC mailer to these households. Cases with certification periods beginning in March 1993, would be sent their first QCC in April, and so on. In order to achieve full implementation of QCC during the first half of 1993, local districts which conduct face-to-face recertifications on an annual basis must abbreviate the certification period for cases subject to QCC, by scheduling a recertification interview in lieu of submitting a mail-in questionnaire at the 6 month point. Districts should begin assigning six month certification periods for earned income cases beginning with the January 1, 1993 recertification authorization.

Transition Issues/Activities

- Division staff will provide training to local districts on prospective budgeting and the QCC process during the months of November and December.
- The attached "Laser Letter" will be sent to all current PA monthly reporting cases in December to advise them of the end of MR and the start of QCC.
- An informational pamphlet for QCC clients will be developed and made available to local districts to distribute at next client contact.

Waiver of NPA-FS Cases from QCC

Local districts may submit a plan for NPA-FS cases which would dispense with the State mailer in favor of other means of contact. To receive approval for an alternative contact, the social services district must submit a written request outlining the proposed alternative, the arrangements for documenting the client contact, how client changes will be reported and acted upon, and the proposed follow up action if the client fails to respond. Waiver requests must be received by January 6, 1993, and be submitted to:

Linda Muncil, Director
Food Stamp Bureau
Division of Economic Security
NYS DSS
40 North Pearl Street, 7A
Albany, New York 12243

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Local districts who have already received waiver approval for these cases need not reapply. Please note that approval of an alternative contact method does not relieve a local district of the responsibility to conduct a face-to-face recertification for these cases once every six months.

Public assistance questions related to QCC should be directed to Greg Nolan at 1-800-342-4100, extension 4-9313, (Userid #AV1830). For food stamps questions contact your FS Bureau county representative at extension 4-9255.

Oscar R. Best, Jr.
Deputy Commissioner
Division of Economic Security