

MEMORANDUM

DATE: November 13, 1998

TO: All Caseworkers

FROM: Rebecca Eames
Chief of Field Services

SUBJECT: EIS Procedure 1998-11 (Replaces EIS Procedure 1994-4)
EIS Notices

I. INTRODUCTION

Effective October 1998 all JOBS AUTOMATED SYSTEM (JAS) notices will be included with ELIGIBILITY INFORMATION SYSTEM (EIS) notices, in the EIS LIST NOTICE DEFINITION TABLE.

This procedure will discuss:

- The LIST NOTICE DEFINITION TABLE
- The NOTICE REQUEST (NORE) screen
- The CLIENT LIST FOR CASE NUMBER (CLST) window
- The NOTICE (NOTI) screen
- The NOTICE ADDRESS (NOAD) screen
- The NOTICE HISTORY SUMMARY (NOHS) screen
- The NOTICE HISTORY (NOHI) screen
- Sending case notices
- Sending client notices

This procedure replaces EIS Procedure 1994-4 EIS Notice Enhancement Project. Please remove this procedure from your EIS Procedure manual.

II. THE NOTICE DEFINITION TABLE AND LIST NOTICE DEFINITION TABLE

All notices are listed in the DISPLAY TABLE VALUES, TABLE 56, LIST NOTICE DEFINITIONS.

A. Identifying Notices

Listed below are the different series of notices and their identifying prefix.

<u>NOTICE PREFIX</u>	<u>PROGRAM / USE</u>
C	Combined Temporary Assistance and Food Stamp Program notices
E	Food Stamp Employment & Training Program notices
F	Food Stamp Program notices
G	Chronic and Acute Medical Assistance notices
J	Temporary Assistance Work Services Program notices
M	Medicaid Program notices
N	General notices for any program
O	Permanent Fund Dividend Hold Harmless program notices
P	Adult Public Assistance program notices
Q	Combined Adult Public Assistance and Food Stamp program notices
R	General Relief Assistance Program notices
T	Title IV-E Medicaid Program notices
W	Temporary Assistance Program notices
X	Automatic EIS system notices

B. Notice Numbering

Notices are numbered using one of the prefixes above followed by a series of three digits. The three digits identify the type and action of the notice. Listed below are the notice categories and their identifying three-digit number.

<u>NOTICE CATEGORY</u>	<u>ACTION / TYPE</u>
001	Informational or special notices
100	Program approval notices or Food Stamp E & T call-in notices
200	Program denial notices
300	Pended for needed information notices
400	Program closure notices
500	Program reopen notices
600	Program suspension notices
700	Benefit change notices
800	Program review notices
900	Program disqualification and claim notices

C. Using the LIST NOTICE DEFINITION Table to Find a Notice**Step 1:**

From the SYSTEM SELECTION (SYSE) menu:

- Choose DISPLAY TABLE VALUES. <ENTER>

Step 2:

From the SYSTEMS PARAMETERS LIST MENU:

- Choose Table 56 LIST NOTICE DEFINITIONS. <ENTER>

Step 3:

After <ENTER> the NOTICE DEFINITION TABLE (NODE) will appear. On the NOTICE DEFINITION TABLE:

- Enter the Notice number in the ENTER NOTICE field. <ENTER>

Note: The NOTICE END DATE field defaults to 999999 to display the most current version of the notice.

EIS NODE	NOTICE DEFINITION TABLE	093098 13:27 WORKER B
ENTER NOTICE NUMBER: E101	NOTICE END DATE (MMDDYY):	999999

Step 4:

After <ENTER> the LIST NOTICE DEFINITION TABLE (NDTM) will appear. The NDTM displays the text of the notice. Use the NDTM as follows:

1. The CONTINUE? Y OR N: Y field defaults to a Y. <ENTER> to view page 2 of the notice. <ENTER> again to view the next notice in the series.
2. If the notice is not the correct notice enter an **N** in the CONTINUE? Y OR N field and return to the NODE.
3. From the NODE another series of notices may be accessed or <PF9> to return to the SYSE menu.

EIS NDTM	LIST NOTICE DEFINITION TABLE	093098 13:33
NOTICE: E101	NUMBER OF LINES 34	PAGE: 1 WORKER B
EFFECTIVE DATE FROM: 010197	EFFECTIVE DATE TO: 999999	
DENIAL CLOSURE REASON:	TITLE: 1ST LETTER - E&T ASSESSMENT	
>>	YOU HAVE BEEN CHOSEN TO TAKE PART IN THE FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM (E&T). THE E&T PROGRAM HELPS PEOPLE FIND JOBS OR IMPROVE THEIR WORK SKILLS.@@	
>>	WITHIN 14 DAYS OF THE DATE ON THIS NOTICE, YOU MUST CALL THE@@ TELEPHONE NUMBER LISTED ABOVE TO MAKE AN APPOINTMENT FOR YOUR E&T ASSESSMENT MEETING. IF YOU DO NOT KEEP YOUR APPOINTMENT, OR IF YOU@@ DO NOT GIVE A GOOD REASON WHY YOU CANNOT ATTEND, YOU MAY LOSE YOUR@@ FOOD STAMP BENEFITS FOR UP TO SIX MONTHS.@@	
>>	AT THE ASSESSMENT MEETING, YOU AND YOUR CASE MANAGER WILL MAKE A PLAN FOR YOU TO FIND A JOB OR TAKE PART IN ANOTHER EMPLOYMENT ACTIVITY.@@ PLEASE ARRIVE ON TIME FOR YOUR APPOINTMENT. YOU MAY NOT BE ADMITTED@@ IF YOU ARE LATE.@@	
>>	THIS ACTION IS BASED ON ALASKA E&T MANUAL CHAPTER SIX.@@	
	CONTINUE? Y OR N: Y	

III. THE NOTICE REQUEST (NORE) SCREEN

The NORE screen is used to send notices to clients. Changes to the NORE screen allow caseworkers to send notices to individual clients.

EIS NORE	NOTICE REQUEST	093098 14:08
CASE NAME: CLIENT , A	CASE NUMBER: 00020594	WORKER B
DEL	CLIENT NAME	NOTICE NUMBER
		BEN Mnth PGM
		SITUATION
		1198 AF CASE IS ELIGIBLE FOR AFDC AND MEDICAID
		1198 FS FOOD STAMP CASE IS ELIGIBLE
OTHER: *	*	* * MORE SITUATIONS: NEXT-->

FIELD

DESCRIPTION / USE

DEL (DELETE)	Use this field to delete an individual notice situation. To delete a notice enter a “#” (pound sign) in the DEL field and <ENTER>.
CLIENT NAME	This field displays the shortened name of the client when individual system generated notice situations are created for Work Services and Food Stamp Employment and Training (E & T) client based notices.
NOTICE NUMBER	Enter the number of the appropriate notice in this field.
BEN Mnth (BENEFIT MONTH)	This field displays the benefit month of the system generated notice situation.

<u>FIELD</u>	<u>DESCRIPTION / USE</u>
PGM (PROGRAM)	<p>This field displays the program type for system generated notice situation is for. Program codes are:</p> <ul style="list-style-type: none">▪ AF – Temporary Assistance Program▪ AP – Adult Public Assistance Program▪ CP – Combined program notices▪ FS – Food Stamp Program▪ GA – General Relief Assistance Program▪ GM – Chronic and Acute Medical Relief Program▪ IA – Interim Assistance▪ ME – Medicaid Program
OTHER	<p>Use this field to send additional notices for the case or a notice to an individual.</p> <p>In field *:</p> <ul style="list-style-type: none">▪ If sending a client based E & T or Temporary Assistance Work Services notice enter an X.▪ If sending a case based notice <TAB> over field * to field *. <p>In field *:</p> <ul style="list-style-type: none">▪ Enter the notice number. <p>In field *:</p> <ul style="list-style-type: none">▪ Enter the benefit month of the notice. <p>Note: If sending a client based notice the benefit month will default to the current benefit month. If necessary, this may be changed.</p> <p>In field *:</p> <p>Enter the program acronym, of the particular notice.</p>
MORE SITUATIONS	<p>If more notice situations exist a Y displays in this field. <ENTER> to access these notices.</p>

IV. THE CLIENT LIST FOR CASE NUMBER (CLST) WINDOW

The CLST window allows caseworkers to select a client for receipt of an individual based notice. If an **X** is entered in the OTHER field or the NORE screen, the CLST window will appear after <ENTER>.

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EIS NORE                                NOTICE REQUEST                                100598 11:05
                                           WORKER B
CASE NAME: CLIENT , A                    CASE NUMBER: 00020594

DEL  CL  +-----+
        | EIS CLST  CLIENT LIST FOR CASE 00020594  100598 11:05 |
        | SEL  POS CLIENT #  SURNAME                GIVEN NAME  MI |
        | X    01  0600046104 CLIENT                A |
        |      02  0600046105 CLIENT                B |
        |      03  0600046106 CLIENT                C |
        |                                           |
        | PF7 = PG UP  PF8 = PG DN                                PAGE 1 |
        +-----+

OTHER: X                                J102  1098 JB  MORE SITUATIONS:  NEXT-->
    
```

FIELD

DESCRIPTION / USE

- | | |
|--------------------------|--|
| SEL (SELECT) | Use this field to select the particular client who is to receive the notice. Select the client by placing an X beside the client. |
| POS (POSITION) | This field displays the case position number of the client. |
| CLIENT # (CLIENT NUMBER) | This field displays the ten-digit client identification number. |
| PF7= PG UP (PAGE UP) | Use the PF7 function to access the prior page. |
| PF8=PG DN (PAGE DOWN) | Use the PF8 function to access following pages if more clients exist on the case. |

V. THE NOTICE (NOTI) SCREEN

The NOTI screen displays the text of the notice and allows for additional information and comments from caseworkers. Some notices have required entry fields; edits will assist caseworkers in ensuring all fields are completed.

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EIS NOTI                                NOTICE                                100198 09:13
ADDRESSEE: CLIENT, A                    CASE NUMBER: 00020594 WORKER B
MAILING : #2 C STREET                    ANCHORAGE          AK 99999          NOTICE: W102
ADDRESS :
TITLE : ATAP APPLICATION APPROVED
      DEAR: CLIENT A

Your application for the program(s) checked below was received on
OCTOBER 1, 1998. Your benefits start in NOVEMBER 1998.

(##) Alaska Temporary Assistance Program and Medicaid

(##) Alaska Temporary Assistance Program only

The amount of your OCTOBER 1998 ATAP check is $575.00.
$0.00 is the amount of income used to figure this benefit.
%%%%%%%%%% is the amount of your second month ATAP check.
%%%%%%%%%% is the amount of income used to figure this benefit.

This action is supported by State Regulations at 7 AAC 45.200,
45.205 and Medicaid Manual Section #####.

SCREEN 1 OF 3                            PF4=COPIES                            MAIL? (Y):

```

FIELD

DESCRIPTION / USE

DEAR

The name in the field will always default to the Primary Information (PI) person. Caseworkers can change the name after the salutation to another household member, estate, etc.

PF4=COPIES

<PF4> to access the NOTICE ADDRESS screen to send copies of the same notice to a third party or contractor.

“##” and “%%”

- Required entry fields are denoted by “%%” symbols.
- Optional entry fields are denoted using the “##” symbols.

VI. THE NOTICE ADDRESS (NOAD) SCREEN

The NOAD screen allows caseworkers to send up to four copies of a notice to third parties. To send a notice to a third party:

1. Enter all the appropriate address information for the third party.
2. Enter a **Y** in the MAIL? (Y) field. <ENTER>

EIS NOAD	NOTICE ADDRESS	100198 09:22	
		WORKER B	
NAME: CLIENT, A	CASE NUMBER: 00020594	NOTICE: W102	
ADDRESSEE: UAA WORKFIRST			
MAILING : 1234 MINNESOTA DRIVE			
ADDRESS:			
CITY : ANCHORAGE	STATE: AK	ZIP: 99999	
ADDRESSEE:			
MAILING :			
ADDRESS:			
CITY :	STATE:	ZIP:	
ADDRESSEE:			
MAILING :			
ADDRESS:			
CITY :	STATE:	ZIP:	
ADDRESSEE:			
MAILING :			
ADDRESS:			
CITY :	STATE:	ZIP:	MAIL? (Y): Y

Helpful Hints:

- If more than four copies of a notice are needed caseworkers must wait until the original notice is printed. Once the original notice is printed up to four more copies may be sent.
- Notices created for third parties display: *****ORIGINAL SENT TO CLIENT***** and reference the client's name.

VII. THE NOTICE HISTORY SUMMARY (NOHS) SCREEN

The NOHS screen displays an inclusive history of all case and client notices for the case number displayed.

EIS NOHS		NOTICE HISTORY SUMMARY			100198 09:49	
					WORKER B	
CASE NAME: CLIENT , A		CASE NUMBER: 00020594				
SORT BY: *		*	*	NOTICE NUMBER:		
		PRINT				
ACTN	CLIENT	PG	MNTH	DATE	NOTICE TITLE	COPY
		AF	1098		ATAP APPLICATION APPROVED	
		AF	1098		WORK, TIME LIMITS, AND ASSISTANCE	
	CLIENT D	ET	1098		1ST LETTER - E&T ASSESSMENT	Y
		FS	1098		EXPEDITED FOOD STAMPS APPROVED	
		0898	082798		INFORMATION HOTLINE ANNOUNCEMENT	
				MORE NOTICES:	NEXT-->	

FIELD

DESCRIPTION / USE

SORT BY

This field will sort notices by program, benefit month, or date.

To sort by program in field *:

Enter the valid program code. <ENTER> Valid codes are:

- AF – Temporary Assistance Program
- AP – Adult Public Assistance Program
- CP – Combined program notices
- ET – Food Stamp E & T Program
- FS – Food Stamp Program
- GA – General Relief Assistance Program
- GM – Chronic and Acute Medical Relief Program
- IA – Interim Assistance
- JB – Temporary Assistance Work Activities
- ME – Medicaid Program
- AL – Will re-display the entire notice listing

Note: By entering **AL** in the SORT BY field * the NOHS will redisplay the entire notice listing.

To sort by benefit month in field *:

- Enter the benefit month month of the notice in

<u>FIELD</u>	<u>DESCRIPTION / USE</u>
	MMYY format. <ENTER>
	To sort by date in field *: <ul style="list-style-type: none">▪ Enter the date of the sent notice in MMDDYY format. <ENTER>
NOTICE NUMBER	Use this field to sort notices by notice number. Enter the letter and three-digit number of the notice. <ENTER>
ACTN (Action)	The ACTN field allows caseworkers to view the text of notices (both sent and unsent) or delete an unsent notice. Valid codes are: <ul style="list-style-type: none">▪ B –to browse (view) the text of sent or unsent notices.▪ D –the delete unsent notices. <p>Note: If no date appears in the PRINT DATE field a notice has not been sent and may be deleted.</p> <p>Helpful Hints:</p> <ul style="list-style-type: none">▪ When an original notice with associated copies is deleted, the original and all copies are deleted.▪ When a copied notice is deleted, the only that copy is deleted.
CLIENT	This field displays the shortened name of the client who received an individual client notice. Individual client notices may only be sent for the following programs: <ul style="list-style-type: none">▪ Food Stamps E & T▪ Temporary Assistance Work Activities. <p>Note: To send an individual client notice, the client must be registered or open on the JOMO screen.</p>
PG (Program)	This field displays the program code of the notice. Program codes are: <ul style="list-style-type: none">▪ AF – Temporary Assistance Program▪ AP – Adult Public Assistance Program▪ CP – Combined program notices▪ ET – Food Stamp E & T Program

<u>FIELD</u>	<u>DESCRIPTION / USE</u>
	<ul style="list-style-type: none">▪ FS – Food Stamp Program▪ GA – General Relief Assistance Program▪ GM – Chronic and Acute Medical Relief Program▪ IA – Interim Assistance▪ JB – Temporary Assistance Work Services▪ ME – Medicaid Program
MNTH (Month)	This field displays the benefit month for the notice.
PRINT DATE	This field displays the date a notice was printed and sent to the client. If no date is displayed in the PRINT DATE field the notice has not been sent and may be deleted.
NOTICE TITLE	This field displays the title of the notice.
COPY	A Y in this field indicates a copy of the notice was sent to the client or third party.
MORE NOTICES	If additional pages of notice history exist a Y displays in this field. <ENTER> to access additional pages.

VIII. THE NOTICE HISTORY (NOHI) SCREEN

The NOHI screen displays the name of the client who received the notice and the address of the client or the name and address of the third party addressee.

Caseworkers may send additional copies of the notice from the NOHI screen by:

- <PF4> and accessing the NOAD screen.

EIS NOHI	NOTICE HISTORY	100198 11:14
NAME: CLIENT , D	CASE NUMBER: 00020594	WORKER B
ADDRESSEE:	MAILING: #2 B STREET	
FROM: WORKER B	ADDRESS:	
DATE PRINTED: 100898	ANCHORAGE	AK 99999
1ST LETTER - E&T ASSESSMENT		
<p>YOU HAVE BEEN CHOSEN TO TAKE PART IN THE FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM (E&T). THE E&T PROGRAM HELPS PEOPLE FIND JOBS OR IMPROVE THEIR WORK SKILLS.</p> <p>WITHIN 14 DAYS OF THE DATE ON THIS NOTICE, YOU MUST CALL THE TELEPHONE NUMBER LISTED ABOVE TO MAKE AN APPOINTMENT FOR YOUR E&T ASSESSMENT MEETING. IF YOU DO NOT KEEP YOUR APPOINTMENT, OR IF YOU DO NOT GIVE A GOOD REASON WHY YOU CANNOT ATTEND, YOU MAY LOSE YOUR FOOD STAMP BENEFITS FOR UP TO SIX MONTHS.</p> <p>AT THE ASSESSMENT MEETING, YOU AND YOUR CASE MANAGER WILL MAKE A PLAN FOR YOU TO FIND A JOB OR TAKE PART IN ANOTHER EMPLOYMENT ACTIVITY. PLEASE ARRIVE ON TIME FOR YOUR APPOINTMENT. YOU MAY NOT BE ADMITTED IF YOU ARE LATE.</p> <p>SCREEN 1 OF 2</p>		
		PF4=COPY NOTICE

Note: Client based printed notices will display the 10-digit client identification number. The client identification number does not appear on the on-line screen.

Helpful Hints:

- If a notice has been created and the case is reworked prior to the notice being printed, the caseworker may select the same notice from the NOHS and <PF4> to edit the notice.
- If another caseworker (other than the originator of the notice) accesses the NOHI before a notice is printed and inadvertently presses <PF4>, that caseworker's name will appear as the sender even if the notice was not changed. To prevent this from happening <PF9> to exit the notice.
- PF4=COPY NOTICE is not available for copied notices which have been printed. Only the original notice may be copied.

IX. SENDING CASE BASED NOTICES

A. Sending an Existing Case Based Notice

To send a notice for an existing system generated notice situation follow the steps below:

Step 1:

On the NORE screen:

- <TAB> to the NOTICE NUMBER field and enter the appropriate notice number. <ENTER>

EIS NORE	NOTICE REQUEST	100198 08:58			
CASE NAME: CLIENT , A	CASE NUMBER: 00020594	WORKER B			
DEL	CLIENT NAME	NOTICE NUMBER	BEN	MNTH PGM	SITUATION
		W102	1098 AF		CASE IS ELIGIBLE FOR AFDC AND MEDICAID
			1098 FS		FOOD STAMP CASE IS ELIGIBLE
OTHER:	MORE SITUATIONS:	NEXT-->			

Step 2:

After <ENTER> the NOTI screen displays:

1. Complete all required fields and enter any additional comments in the open entry fields. If copies of the notice are not being sent, enter a Y in the MAIL? (Y) field.
2. If copies of the notice are needed, <PF4> to access the NOAD screen. Enter the address information for the copies. Mail both the original notice and the copies from the NOAD screen. (See Section VI)

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EIS NOTI                                NOTICE                                100198 11:47
ADDRESSEE: CLIENT, A                    CASE NUMBER: 00020594 WORKER B
MAILING : #2 C STR                      ANCHORAGE AK 99999 NOTICE: W102
ADDRESS :
TITLE : ATAP APPLICATION APPROVED
DEAR: CLIENT A
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Your application for the program(s) checked below was received on October 1, 1998. Your benefits start in OCTOBER 1998.

(XX) Alaska Temporary Assistance Program and Medicaid

(##) Alaska Temporary Assistance Program only

The amount of your OCTOBER 1998 ATAP check is \$575.00.
\$0.00 is the amount of income used to figure this benefit.
\$821.00 is the amount of your second month ATAP check.
\$0.00 is the amount of income used to figure this benefit.

This action is supported by State Regulations at 7 AAC 45.200, 45.205 and Medicaid Manual Section -----.

SCREEN 1 OF 3

PF4=COPIES

MAIL? (Y):

B. Sending Additional Case Based Notices

If additional case based notices are needed (i.e., general caseworker or office hour information) follow the steps below:

1. On the NORE screen <TAB> to the OTHER "NOTICE NUMBER" field and enter the number of the desired notice.
2. Enter the appropriate benefit month in the OTHER "BEN MNTH" field.
3. Enter the program code in the OTHER "PGM" field. <ENTER> to access the NOTI.

EIS NORE	NOTICE REQUEST	100598 10:27
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020594	
DEL	CLIENT NAME	NOTICE NUMBER
		BEN MNTH PGM SITUATION
		1098 FS FOOD STAMP CASE IS ELIGIBLE
OTHER:	N011 1098 AF	MORE SITUATIONS: NEXT-->

Helpful Hints:

- When a caseworker works a case for a co-worker, the notice displays the name of the caseworker who created the notice and the name of the caseworker assigned the case.
- When a system-generated review/recertification notice is copied, another review form is not mailed to the client.

X. SENDING CLIENT BASED NOTICES

To send a client based notice follow the steps below:

Step One:

On the NORE screen:

1. <TAB> to the OTHER field and enter an **X**
2. Enter the client based notice number in the OTHER "NOTICE NUMBER" field.
3. Enter the appropriate benefit month in the OTHER "BEN MNTH" field.
4. Enter the appropriate program code (ET = Food Stamps E &T, JB = Temporary Assistance Work Activities) in the OTHER "PGM" field. <ENTER>

EIS NORE	NOTICE REQUEST	100598 11:0			
CASE NAME: CLIENT , A	CASE NUMBER: 00020594	WORKER B			
DEL	CLIENT NAME	NOTICE NUMBER	BEN MNTH	PGM	SITUATION
OTHER: X	J102	1098	JB	MORE SITUATIONS:	NEXT-->

Step 2:

Upon <ENTER> the CLIENT LIST FOR CASE NUMBER XXXXXXXXXX (CLST) window will appear. On the CLST:

1. Place an **X** in the SEL (Select) field by the client to whom the notice will be sent.
2. <ENTER> to access the NOTI and follow instructions in Section IX above.

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EIS NORE                                NOTICE REQUEST                                100598 11:05
                                           WORKER B
CASE NAME: CLIENT , A                    CASE NUMBER: 00020594

DEL  CL  +-----+
      | EIS CLST  CLIENT LIST FOR CASE 00020594  100598 11:05 |
      | SEL  POS  CLIENT #    SURNAME              GIVEN NAME  MI  |
      |  X   01  0600046104  CLIENT                A          |
      |          02  0600046105  CLIENT                B          |
      |          03  0600046106  CLIENT                C          |
      |                                                     |
      | PF7 = PG UP  PF8 = PG DN                          PAGE 1 |
      +-----+

OTHER: X                J102  1098 JB    MORE SITUATIONS:    NEXT-->
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