



DATE: **October 3, 2013**

OPERATIONS MEMORANDUM **#13-10-02**

SUBJECT: Additional Online Forms and Enhancements to the Pending Verification/Appointment Notice Process

TO: Executive Directors

FROM: Tom Strickler
 Director
 Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) that workers are now able to choose additional forms when sending out the pending verification request. In addition, text and system enhancements have been added to the Pending Verification/Appointment Notice process.

BACKGROUND

Operations Memorandum ([OPS130202](#)), released February 14, 2013, informed CAOs that ten of the most commonly used verification forms were added to eCIS Case Processing (CP). Workers have the option to mail them out with the Pending Verification/Appointment Notice.

DISCUSSION

The Office of Income Maintenance has identified additional forms and translated existing forms into Spanish that CAO workers can choose during eCIS CP. These forms are available for selection, depending on the Unverified Item. Pending Verification/Appointment Notices and forms are systematically populated and mailed to clients. The result maximizes the Central Printing functionality, reduces postage cost and the need to manually generate the PA 253 Pending Verification/Appointment Notice.

During eCIS CP, workers sending a Pending Verification/Appointment Notice through the system can choose to send the following additional forms:

- PA 772 SNAPETP Rights and Responsibilities (English, Spanish)
- PA 1666 Criminal History Inquiry (GA-Related MA Only) (Bilingual)
- PA 1795 Household Members / Living Expenses (Bilingual)

- PA 1796 Household Composition Verification Statement (Bilingual)
- PA 1819 Affidavit Attesting to Identity of Minor Child (Spanish)
- PA 1820 Caregiver Review Form (Bilingual)
- PA 1829 Voluntary Withdrawal Form (English, Spanish)
- PA 1900.1 Job Application Report (English, Spanish)
- PA 1902 Rights and Responsibilities (English, Spanish)

With the above additional forms, 17 distinct forms are now available as eCIS online verification forms, with 13 of those being available in a Spanish or Bilingual versions with both English and Spanish translation on the same form. The 17 forms include the new bilingual PA 1795, previously in English only, and the addition of the Spanish version of the PA 1819.

The Job Application Report (PA 1900.1) is a slightly revised version of the manual PA 1900. The PA 1900 on DocuShare includes additional instructions which are not needed when the form is sent through the automated system process.

Along with the addition of more online forms, there have been enhancements made to the eCIS CP Pending Verification screen and text changes to the Pending Verification/Appointment Notice. The system enhancements include:

Unverified Item dropdown

- Reassigning of “88 – Other” to “999 – Other”.
- Removing redundant values “98” and “99” (duplicates of “25” and “21”).

Verification Details interview options

- “Who must attend the interview” field will be disabled and not displayed on the notice for Telephone and Mail In interviews.
- Selecting “Telephone” for Interview Type will allow the caseworker to print a Notice with either Start Time only or both Start Time and End time.
- Option to enter caseworker name or leave blank the Interview With field and “A caseworker will call you ...” without a name will be included on the notice.

Text changes

- Changed text on the notice in the column “Provide the following documents:” is more relevant in accordance to policy.

- All forms mailed in conjunction with the Pending Verification/Appointment Notice will use the same date as the notice mail date.

These enhancements enable workers to better communicate information to clients, increase clarity, and standardize the appearance of all forms and inserts included in the Pending Verification/Appointment Notice packet.

NEXT STEPS

1. Share and review this information with all members of your staff.
2. Refer any questions to your Area Manager.