

Client Notification

EXCEPTION: Food Stamp Program only: If the client did not complete a redetermination, benefits are not reinstated or continued. Benefits will be continued or reinstated only after the client completes a redetermination. If the Food Stamp certification period ends prior to the decision of the Hearings Officer, or prior to the Pre-Hearing Conference decision, the client is not entitled to benefits at the previous level or continued benefits.

- (b) Requested After Advance Notice Period, but within 90 Days of the Effective Date of the Action.

Benefits are not reinstated or restored pending the Fair Hearing or Pre-Hearing Conference decision after expiration of the 13-day advance notice period.

E. OFS-WVW-NL-1

NOTE: The OFS-WVW-NL-1 must always be used with the Pre-Hearing Conference and/or a Fair Hearing request form, DFA-FH-1, and the appropriate computation forms.

The OFS-WVW-NL-1 is used only for WV WORKS and only when the imposition of a sanction for failure to adhere to the terms of the PRC is involved.

Instructions for completion of the ES-NL-B (See item C above) also apply to completion of the OFS-WVW-NL-1. In addition, there is space for the Worker to schedule a Good Cause Interview. The interview must be scheduled for a date that allows the client to attend the interview and to comply with the PRC requirements before the advance notice period expires. **The good cause interview must be scheduled no less than 7 calendar days beginning with the date after the letter is requested in RAPIDS or from the date after a manual letter is sent. If the letter is hand delivered, case comments must be made indicating the date the letter was given to the client. If the good cause interview is scheduled for a date prior to the 7 days, the participant and the Worker must agree on the date.**

All other policies and procedures that normally apply to the ES-NL-C apply to the use of the OFS-WVW-NL-1. See item D above.

F. DFA-FH-1, PRE-HEARING CONFERENCE AND/OR FAIR HEARING REQUEST FORM

The DFA-FH-1 is used to request a Pre-Hearing Conference and/or Fair Hearing and must be used when an ES-NL-A, ES-NL-B, ES-NL-C or OFS-WVW-NL-1 is used.

If more than one notification letter is sent at the same time, the DFA-FH-1 must be sent with each notification letter.

EXAMPLE: The client experiences a change which increases his WV WORKS benefit amount. His Food Stamp benefits decrease, solely due to the increase in the WV WORKS check. The Worker prepares an ES-NL-B to address the increase in WV WORKS and attaches form DFA-FH-1. In addition, the Worker completes an ES-NL-C to address the decrease in Food Stamp benefits and also attaches a DFA-FH-1.

G. DFA-10, APPOINTMENT LETTER

The DFA-10 is used to notify the recipient of the time and place of an appointment. These appointments are usually scheduled for redeterminations. However, the form can be used to notify the client of an appointment when a face-to-face contact is indicated for a case maintenance activity.

If the client fails to keep the appointment, the Worker must send an ES-NL-C prior to AG closure, except for closures resulting from failure to complete a Food Stamp redetermination. An ES-NL-B is used in this situation.

For Food Stamp AG's, the DFA-10 serves as the first notification of the end of the certification period.

When Worker completed, the original DFA-10 is mailed or given to the client and a copy is filed in the case record.