

NOTE: Client notification must be sent even when the only recipient in the AG dies.

C. ES-NL-B

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

The ES-NL-B is used to notify a client of:

1. An Increase In Benefits:

The recipient must be notified in writing any time there is an increase in benefits. The notification must be received by the client prior to or at the same time he receives the increase.

In the space provided, the Worker must indicate the name, address and telephone number of local agencies or organizations which provide legal services without charge. See Appendix A for a listing of Legal Aid offices.

An increase in benefits is defined below for each program and the following information must be contained on the ES-NL-B when an increase in benefits occurs.

a. SNAP Benefits

An increase in benefit amount requires that the notice include the present benefit amount and the increased benefit amount ("Your SNAP benefit amount is being increased from \$100 to \$120"), the date that the increase is effective, the reason for the increase, the Manual section on which the change is based, and any other action taken.

b. WV WORKS

An increase in the benefit amount or the addition of another person to the AG, when the benefit amount increases, requires that the notice include the present benefit amount and the increased benefit amount ("Your WV WORKS benefit is being increased from \$262 to

Client Notification

When used to notify the client of these actions, the ES-NL-B must specify that SNAP benefits would normally increase following a reduction in income, but that, due to the fact that the client caused these reductions by his own actions, benefits will not increase. The Worker must also indicate which agency made the determination of the client's failure to comply.

b. All Programs, Including SNAP Benefits

The client must be notified of all changes made, even when the benefit level is not affected, such as a transfer to another county or a change in payee. When used for this purpose, specific information about what the change is, the date the change is effective, the reason for the change, the Manual section on which the change is based, and any other action taken must be included on the form.

EXAMPLE: "You have reported that you moved to Kanawha County. Your case has been transferred to the Kanawha County office effective August 1, 2005 which is located at: 4190 W. Washington Street, Charleston. Your new Worker is: Angelica Smith."

D. ES-NL-C

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

Instructions for completion of the ES-NL-B in item C above also apply to the ES-NL-C.

NOTE: If the SNAP benefit amount is reduced or terminated within the certification period because a member is disqualified, the reason for the disqualification, the eligibility and benefit level of the remaining AG members and the action the AG must take to end the disqualification, if applicable, must be shown on the form.

The ES-NL-C is used to notify a client of an adverse action in situations requiring a 13-day advance notice period as described below.