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Authorized Signature

**Number:** SS-IM-04-014  
**Issue Date:** 06/04/2004

**Topic:** Other

**Subject:** How to Request a Copy of CM, FS and Notice Writer Notices

**Applies to (check all that apply):**

- |                                     |                               |                                     |  |
|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors               |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input type="checkbox"/>            | Health Services                              |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities         |
| <input type="checkbox"/>            | County DD Program Managers    | <input checked="" type="checkbox"/> | Other (please specify): CAF Self-Sufficiency |

**Message:** We are pleased to announce that OIS has developed a process to retrieve copies of notices sent to clients by the Client Maintenance (CM), Food Stamp Management Information System (FSMIS) and NoticeWriter (NOTR) systems. The retrieved copy will include the notice text as well as the client information printed on the notice, including client name, mailing address, case number and effective date.

**Only notices generated by CM, FSMIS and NOTR are available and only if sent April 1<sup>st</sup>, 2004 and later.**

**When to request a copy:**

- Request a copy at client request or if you need a copy of the notice with specific case information such as client name, mailing address, case number, effective date, etc.

NOTE: To request copies of notice text without the specific case information, contact the childcare, medical, FS, GA or TANF program analyst for SPD or CAF. A list of program analysts by program is available at:

<http://dhsmanuals.hr.state.or.us/EligManual/FMPRO?-db=ELGMANL.fp5&-token=&->

**How to request a copy:**

- Send an e-mail to the GroupWise name “Retention, Notices”.
- Use LOGI to determine when a notice was mailed. On a clear screen, type LOGI, case number. Press {enter}. The LOGI screen will display the date and the notice sent for that case number.
- Include in your request the date of the notice, case number, your name and phone number. It is not necessary to include the notice number. All notices for that day and case number will be retrieved.
- Your request will be reviewed and referred to OIS for processing.
- “Retention, Notices” will e-mail you electronic copies of any notice printed by CM, FSMIS or NOTR for the case number and the day you requested.
- We don’t know yet what the turnaround time will be. We hope you receive requested copies within a week.

NOTE: The notice text is only available in its original format and language. If the notice required alternate format or translation, that will not be provided. Some mainframe notices are sent in SP, but most are in EN.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Joyce Clarkson		
<b>Phone:</b>	503 945-6106	<b>Fax:</b>	503 373-7032
<b>E-mail:</b>	Via GroupWise or to <a href="mailto:joyce.clarkson@state.or.us">joyce.clarkson@state.or.us</a>		