



Memorandum

Date: December 14, 1995

To: Directors of Income Security

From: Gerry Schmidt
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Directors of Field Operations
Social Allowances Program
305-114 Garry Street

Telephone:

Subject: **SAMIN Wordprocess Letter – Appeal Clause**

Based on a recommendation from the Service Enhancement Team, a new letter has been added to SAMIN which allows District Office staff to send recipients brief correspondence which contains the appeal clause.

Effective Dec. 15/95, the SAMIN “WORDPROCESS APPEAL” letter (FWAP) is available in SAMIN under the AFLR transaction. This letter provides staff with several lines for word processing and contains system generated text of the standard program appeal clause to recipients (copy attached).

Staff may use the “WORDPROCESS APPEAL” letter to correspond with recipients about situations where the notification of the right to appeal must be provided (e.g. recipients’ requests for items are denied, benefits are reduced or suspended).

The text must specify:

- the item being denied or when benefits are to be reduced or suspended;
- the reason for the decision; and
- possible options available to the recipient.

The “WORDPROCESS APPEAL” letter will allow up to 7 lines of text to be entered. Originally, 3 lines will be shown for text entry. The process to increase the number of text lines is described in Directive 94-39. After the text is entered, staff must confirm the text to validate the letter for mailing (PF3). If required, the letter may be cancelled prior to the end of the day by using the “Remove Feature” on the Inquire Case Form Letter Screen.

Staff are reminded that the text used in all correspondence should be clear, concise, “user friendly” and written with a customer service orientation. Technical language (e.g., deca’d) and abbreviations (e.g., Income dec.) should be avoided.