



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-42-OPE (This Policy Bulletin Replaces PB #10-95-OPE)

FOOD STAMP TELEPHONE RECERTIFICATION INTERVIEW TIMEFRAME

Date: May 25, 2012	Subtopic(s): Food Stamp Recertification, Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>See PD #11-25-ELI for the Food Stamp telephone recertification procedure.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The purpose of this policy bulletin is to inform Non Cash Assistance Food Stamp (NCA FS) Center staff that the language on the Client Notice System (CNS) Notice of Expiration/Recertification for Food Stamps that is sent to FS households whose certification period is expiring, will contain a two hour timeframe (e.g. between 9:00 am and 11:00 am) for their scheduled telephone recertification interview.</p> <p>The two hour window gives participants a timeframe during which the Agency will call to conduct the telephone recertification interview.</p> <p>The Notice of Rescheduled Food Stamp Telephone Recertification Interview (W-908F) form that is mailed to NCA FS households that request to reschedule their telephone recertification interview has been revised to provide space to list the two hour timeframe.</p> <p>A sample of the revised W-908F is attached.</p> <p><i>Effective Immediately</i></p> <p>Related Item:</p> <p>PD #11-25-ELI</p> <p>Attachments:</p> <p>W-908F Notice of Rescheduled Food Stamp Telephone Recertification Interview (Rev. 5/25/12)</p> <p>W-908F (S) Notice of Rescheduled Food Stamp Telephone Recertification Interview (Spanish) (Rev. 5/25/12)</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Date: _____
Case Number: _____
Participant Name: _____
Center: _____

Notice of Rescheduled Food Stamp Telephone Recertification Interview

As you requested, we have rescheduled a telephone recertification interview for you on the date and within the timeframe listed below. We have also listed the telephone number that we will contact you at.

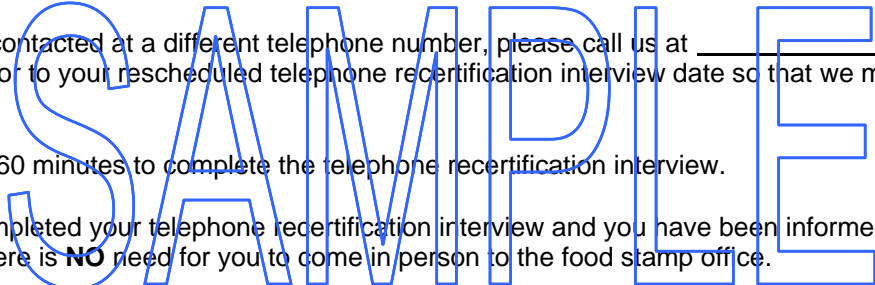
Telephone interview date: _____ between: _____ and: _____

Telephone number we will contact you at: _____

If you prefer to be contacted at a different telephone number, please call us at _____ at least one day prior to your rescheduled telephone recertification interview date so that we may update our records.

Please allow up to 60 minutes to complete the telephone recertification interview.

Once you have completed your telephone recertification interview and you have been informed that you have been recertified, there is **NO** need for you to come in person to the food stamp office.



Fecha: _____
Número del Caso: _____
Nombre del Participante: _____
Centro: _____

Aviso de Nueva Entrevista Telefónica de Recertificación de Cupones para Alimentos

A petición suya, hemos reprogramado una entrevista telefónica de recertificación para usted en la fecha y las horas a continuación. Además, hemos listado el número de teléfono al cual nos comunicaremos con usted.

Fecha de la entrevista telefónica: _____ Entre: _____ y: _____

Número de teléfono al cual nos comunicaremos con usted: _____

Si usted prefiere que se le llame a un número de teléfono distinto, favor de llamarnos al _____ por lo menos un día antes de la fecha de su entrevista telefónica reprogramada de certificación para que nosotros podamos actualizar nuestros expedientes.

Favor de calcular 60 minutos para llevar a cabo la entrevista por teléfono de recertificación.

Una vez que usted haya llevado a cabo la entrevista de recertificación y se le haya informado que ha sido recertificado(a), **NO** tiene que presentarse en persona a la oficina de cupones para alimentos.

