



# FAMILY INDEPENDENCE ADMINISTRATION


Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner  
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #13-06-OPE (This Policy Bulletin Replaces PB #12-42-OPE)

### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) TELEPHONE RECERTIFICATION INTERVIEW TIMEFRAME

<b>Date:</b> January 31, 2013	<b>Subtopic(s):</b> SNAP Recertification, Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>Revised</p> <p>Revised</p> <p>See <a href="#">PD #11-25-ELI</a> for the SNAP telephone recertification procedure.</p> <p>Revised</p>	<p><b>Revisions to the Original Policy Bulletin:</b></p> <p>This policy bulletin has been revised to change:</p> <ul style="list-style-type: none"> <li>the timeframe on the telephone recertification interview from a two hour timeframe to a four hour timeframe.</li> <li>references of Food Stamp to SNAP in the policy bulletin and on the Notice of Rescheduled SNAP Telephone Recertification Interview (<b>W-908F</b>) form.</li> </ul> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the language on the Client Notice System (CNS) Notice of Expiration/Recertification for SNAP that is sent to SNAP households whose certification period is expiring, will contain a four hour timeframe (e.g. between 9:00 am and 1:00 pm) for their scheduled telephone recertification interview.</p> <p>The four hour window gives participants a timeframe during which the Agency will call to conduct the telephone recertification interview.</p> <p>The Notice of Rescheduled Supplemental Nutrition Assistance Program Telephone Recertification Interview (<b>W-908F</b>) form that is mailed to NCA SNAP households that request to reschedule their telephone recertification interview provides the same space for the four hour timeframe as it did for the two hour timeframe.</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

A sample of the revised **W-908F** is attached.

*Effective Immediately*

**Related Item:**

[PD #11-25-ELI](#)

**Attachments:**

☞ Please use Print on Demand to obtain copies of forms.

**W-908F**

Notice of Rescheduled SNAP Telephone Recertification Interview (Rev. 1/31/13)

**W-908F (S)**

Notice of Rescheduled SNAP Telephone Recertification Interview (Spanish) (Rev. 1/31/13)

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Participant Name: \_\_\_\_\_  
Center: \_\_\_\_\_

**Notice of Rescheduled  
Supplemental Nutrition Assistance Program (SNAP)  
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.

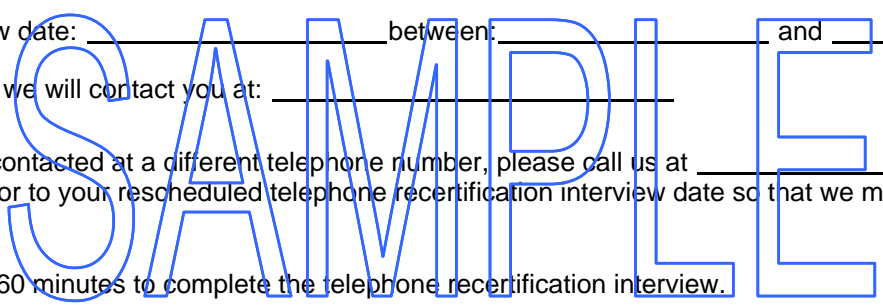
Telephone interview date: \_\_\_\_\_ between \_\_\_\_\_ and \_\_\_\_\_

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 SNAP Center.



Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Participante: \_\_\_\_\_  
Centro: \_\_\_\_\_

### **Aviso de Nueva Entrevista de Recertificación Telefónica del Programa de Asistencia de Nutrición Suplementaria (SNAP)**

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 al Centro del SNAP.