



# FAMILY INDEPENDENCE ADMINISTRATION


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## POLICY BULLETIN #14-59-OPE

### INTERVIEW REMINDER ROBO-CALLS FOR SNAP APPLICANTS/PARTICIPANTS

<p><b>Date:</b> May 30, 2014</p>	<p><b>Subtopic(s):</b> Rescheduling SNAP appointments</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The instructions and information provided in this policy bulletin are for Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff.</p> <p>In April 2014, as part of the Human Resources Administration (HRA) Benefits Re-engineering Initiative, the Family Independence Administration (FIA) and Management Information Systems (MIS) launched an automated telephone call system to remind people applying/recertifying for SNAP benefits of an upcoming interview.</p> <p>These pre-recorded robo-calls help insure that applicants/participants do not miss their scheduled interviews, which could cause delays in receiving SNAP benefits.</p> <p>In June 2014 the reminder robo-calls will be extended to missed SNAP application and recertification interviews. The robo-calls will be available in English, Spanish, Russian, Chinese, Arabic, Haitian-Creole, and Korean languages depending on the language indicator in WMS.</p> <p>Reminder robo-calls for the application/recertification appointments occur one day before the scheduled appointment.</p> <p>Missed interview robo-calls for the application/recertification appointments will occur the day after an appointment is missed.</p> <p>The robo-calls contain a generic, pre-recorded message and do not disclose any confidential personal information.</p> <p>Please refer to <b>Attachment A</b> for the list of the different versions of the robo-call messages for an upcoming and missed telephone and in-center interview.</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

Upon the applicant/participant's request, the appointment for the application/recertification interview must be rescheduled even if the request is made on the actual day of the appointment.

Refer to [PD #13-20-ELI](#) for detailed instruction on how to process the request to reschedule the interview.

When the applicant/participant indicates that he/she would like to reschedule the interview, the worker must manually access the **SNAP Application** or **Recertification Log** in the POS Portal and reschedule the interview.

*Effective Immediately*

**Related Item:**

[PD #13-20-ELI](#) Revision to the Supplemental Nutrition Assistance Program Telephone Recertification Initiative

**Attachment:**

**Attachment A** The Different Versions of the Robo-Calls

## **Attachment A – The Different Versions of the Robo-Calls**

### **SNAP Next Day Interviews:**

*(Already in Production)*

#### **1. Next Day SNAP application telephone interview**

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have an application telephone interview tomorrow. You are not required to visit a center.

If you cannot keep this interview, or if you miss the interview, please call (718) 923-6044 during normal business hours to reschedule the appointment. That number again is (718) 923-6044.

#### **2. Next Day SNAP recertification telephone interview**

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have a recertification telephone interview tomorrow. You are not required to visit a center.

If you cannot keep this interview, or if you miss the interview, please call (718) 722-4924 during normal business hours to reschedule the appointment. That number again is (718) 722-4924.

#### **3. Next Day SNAP application in-center interview**

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have an in-center application interview tomorrow. You are required to visit a center for that interview.

If you cannot keep this interview, or if you miss the interview, please call (718) 923-6044 during normal business hours to reschedule the appointment. That number again is (718) 923-6044.

#### **4. Next Day SNAP recertification in-center interview**

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have an in-center recertification interview tomorrow. You are required to visit a center for that interview.

If you cannot keep this interview, or if you miss the interview, please call (718) 722-4924 during normal business hours to reschedule the appointment. That number again is (718) 722-4924.

## **Attachment A – The Different Versions of the Robo-Calls**

### **SNAP Missed Interviews:**

*(Not in Production yet)*

#### **1. Missed SNAP application telephone interview**

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have a telephone application interview yesterday. Our records show you did not keep this appointment.

If you want to continue with your application, you will need to have an interview. Please call (718) 923-6044 during normal business hours to reschedule your telephone interview appointment. That number again is (718) 923-6044.

#### **2. Missed SNAP recertification telephone interview**

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have a telephone recertification interview yesterday. Our records show you did not keep this appointment.

If you want to continue receiving benefits you must have a recertification interview. Please call (718) 722-4924 during normal business hours to reschedule your telephone appointment. That number again is (718) 722-4924.

#### **3. Missed SNAP application in-center interview**

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have an in-center application interview yesterday. Our records show you did not keep this appointment.

If you want to continue with your application, you will need to have an interview. Please call (718) 923-6044 during normal business hours to reschedule the appointment. That number again is (718) 923-6044.

#### **4. Missed SNAP recertification in-center interview**

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have an in-center recertification interview yesterday. Our records show you did not keep this appointment.

If you want to continue receiving benefits you must have a recertification interview. Please call (718) 722-4924 during normal business hours to reschedule the appointment. That number again is (718) 722-4924