



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #14-60-OPE

DROP BOXES IN NON CASH ASSISTANCE (NCA) SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) CENTERS

| Date: June 3, 2014 | Subtopic(s): Documentation Return |
|--|---|
| <p> This procedure can now be accessed on the FIAweb.</p> | <p>The purpose of this policy bulletin is to remind Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Home Center staff that Drop Boxes provide a quick self-service option to applicants/participants who are complying with a Documentation Requirements and/or Assessment Follow-up (W-113K) request and are returning documents at a Home Center. The Drop Boxes enable applicants/participants to drop off the requested documentation without having to wait to be seen by a Center Worker.</p> <p>Drop Boxes must be emptied several times each day and the documents they contain must be scanned and indexed in a timely manner. SNAP Center Workers must ensure that receipts are issued to all applicants/ participants who submit documents through the Drop Box once the documents are scanned and indexed. Additionally, the Director’s Designee will be maintaining logs that indicate the staff name, date, time, and number of envelopes picked up from the Drop Box.</p> <p><u>Drop Box instructions</u></p> <p>Once the applicant/participant is directed to the Drop Box by Center staff, the applicant/participant should find a posted flyer, “Drop Box Instructions” (FLY-932 (E-S)), informing them to:</p> <ol style="list-style-type: none"> 1) make copies of the documents 2) write their name, case number, and/or Client Identification Number (CIN) on the document copies and the envelope. (The CIN number is the same as “ID NUMBER” on the left side of the Benefit Identification Card.), and, 3) place the copies of the documents in an envelope that is available on an adjacent table and insert in the Drop Box. |

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

Monitoring the Drop Box

All Drop Boxes must be emptied periodically each day by the Director's Designee at the following times:

10 A.M.

12 P.M.

2 P.M.

4 P.M.

5 P.M.

6 P.M. (Centers with extended hours)

The Director's Designee will note these actions in a SNAP Drop Box Control Log (**FIA-1114(E)**) which will include the name of the staff member, date, time, and number of envelopes retrieved.

Processing Return Documents

Staff monitoring the Drop Boxes will deliver the retrieved envelopes to the appropriate Center Worker for scanning and indexing.

Documents must be scanned and indexed on the same day via the **Document Intake** activity in POS. The system will automatically indicate on the Documentation Receipt (**EXP-76R**) which documents were submitted, place the date/time stamp and print the form.

Workers must ensure that for each envelope submitted with documents a corresponding receipt is issued. Workers will place the **EXP-76R** in an envelope addressed to the applicant/participant, and place the envelope in an outgoing mail receptacle.

Supervisory Review

The Center Director or the Deputy Director must inspect the SNAP Drop Box Control Logs (**FIA-1114(E)**) for compliance with the requirements to empty the Drop Boxes at the prescribed times. Cases should be spot checked to ensure proper processing of documents and receipt issuances.

Effective Immediately

Related Items:

[PB #10-119-OPE](#)


[PB #08-21-OPE](#)

[Paperless Office System POS Scanning and Indexing User Guide](#)

Attachments:

| | |
|----------------------|---|
| FLY-932 (E-S) | Drop Box Instructions |
| FIA-1114 (E) | Supplemental Nutrition Assistance Program (SNAP) Drop Box Control Log |

See [PB #10-119-OPE](#) for more detailed information about the **EXP-76R**.

 Please use Print on Demand to obtain copies of forms.

DROP-BOX INSTRUCTIONS

STEP 1

Make copies of the document(s).

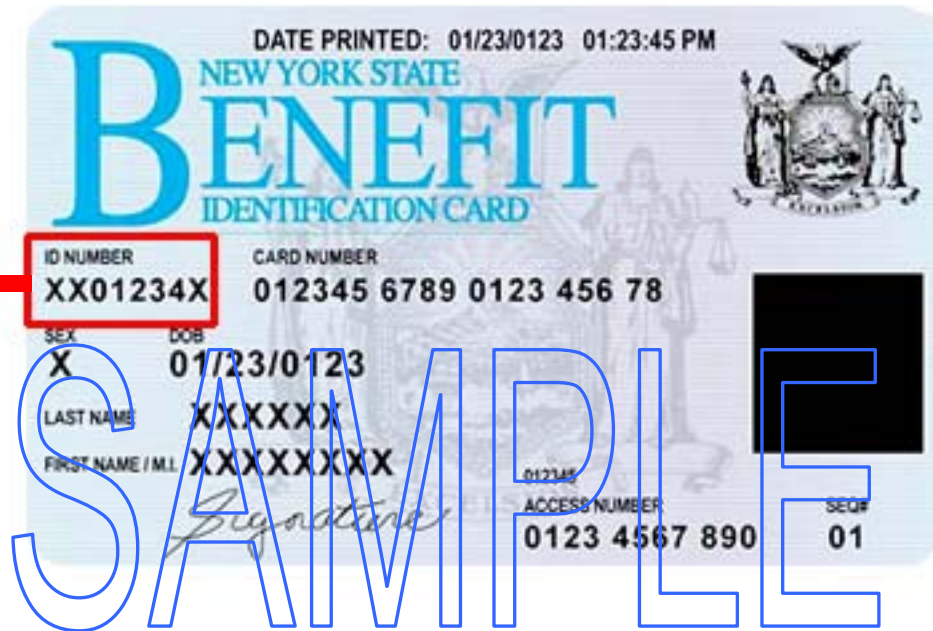
STEP 2

Write your Name, Case Number and/or Client Identification Number (CIN) on the copies and the envelope.

STEP 3

Place the copies in the envelope and drop it into the box.

Please Note:
The **CIN Number** is the same as "**ID Number**" on the left side of the Benefit Identification Card.



INSTRUCCIONES PARA EL BUZÓN

PASO 1

Haga copias del (de los) documento(s).

PASO 2

Escriba su Nombre, Número del Caso y/o Número de Identificación del Cliente (CIN) en el sobre y las copias.

PASO 3

Introduzca las copias en el sobre y deposítelo en el buzón.

Por favor note:
El **Número CIN** es lo mismo que el "**Número de Identificación**" en el lado izquierdo de la Tarjeta de Identificación de Beneficios.



Date: _____

SNAP Center Name: _____

Center Number: _____

**Supplemental Nutrition Assistance Program (SNAP)
 Drop Box Control Log**

| Date | Staff Name | | Time Drop Box Emptied | Number of Envelopes Removed |
|------|------------|------|-----------------------|-----------------------------|
| | Print | Sign | | |
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