



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #14-74-OPE

CASH ASSISTANCE REMINDER ROBO-CALLS

Date: June 30, 2014	Subtopic(s): CA Eligibility Appointments, CA Recertification Appointments
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform Job Center staff that effective June 30, 2014 Cash Assistance applicants and participant began to receive reminder robo-calls.</p> <p>In April of 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 applicants/participant that are applying/recertifying for Supplemental Nutrition Assistance Program (SNAP) benefits of an upcoming interview.</p> <p>The robo-calls will be expanded to include applicants and participants of the Cash Assistance (CA) program who have either a scheduled initial application interview or a scheduled recertification interview.</p> <p>Reminder robo-calls for the application/recertification appointments occur one day before the scheduled appointment and will be available in the following languages:</p> <ul style="list-style-type: none"> • English • Spanish • Russian • Chinese • Arabic • Hatian-Creole • Korean

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

The robo-calls contain a generic, pre-recorded message and do not disclose any confidential personal information.

In addition to the robo-call reminders, a new Paperless Office System (POS) edit has been put in place to prevent staff from taking any negative actions until the 6th calendar day following a missed application/recertification appointment. The new delay gives applicants/participants sufficient time to come in for a missed appointment or to contact the agency and reschedule the appointment.

FIA and MIS are currently in the process of expanding the robo-calls to include missed interview notifications that will also provide instructions to an applicant/participant on how to reschedule the interview.

Effective Immediately

Related Item:
[PB #14-59-OPE](#)