




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #15-102-OPE

SUBMISSION OF ONLINE RECERTIFICATION APPLICATIONS AT NCA SNAP CENTERS WITH PC BANKS

Date: October 26, 2015	Subtopic(s): ACCESS NYC, SNAP Recertification
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to announce a new program initiative to make the Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) recertification application process more accessible and convenient for participants who are within their recertification period and have not submitted a recertification application.</p> <p>On October 6, 2015, in a phased implementation, NCA SNAP Home Centers that are equipped with Personal Computer Banks (PC Banks) began to offer participants the opportunity to submit an online electronic recertification application (E-Recert) using PC Banks computers. After completion of the E-Recert, participants are also given the opportunity to complete the required recertification interview on the same day.</p> <p><u>Recertification period/ previous submissions</u></p> <p>The SNAP recertification period for a participant starts when the Client Notices System (CNS) Notice of Expiration/Recertification for Supplemental Nutrition Assistance is issued. The CNS notice is issued in the latter half of the third month before the end of the certification period. The SNAP recertification period ends on the last day of the certification period. (For example, the recertification period would start in the second half of October for a SNAP participant whose certification period ends on December 31.)</p> <p>A participant is considered to have submitted a previous recertification application if the Human Resources Administration (HRA) has already received the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (LDSS-4826) form or an E-Recert, or the participant has successfully recertified through the Interactive Voice Response System (IVRS), for the certification period that is ending.</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

Front Door Reception

Front Door Reception (FDR) staff will be responsible for issuing an NCA Recertification (FR) same-day recertification interview appointment ticket, for participants who are within their recertification period and have already submitted the recertification application. If the participant has not yet submitted a recertification application, FDR staff will issue an NCA Recert PC (RB) ticket and direct these participants to the PC Bank to complete the E-Recert. If a participant prefers to submit the paper recertification application instead of the E-Recert, PC Bank staff must provide the participant with the paper **LDSS-4826**. In the Model Office Numbering Identification and Queue (MONIQ) system, staff must call and answer the RB ticket, issue an FR appointment ticket for a recertification interview, and direct the participant to the waiting area for a recertification interview.

PC Bank/Recertification Interview

At the PC Bank, staff will assign the participant to a personal computer (PC) where they can enter the ACCESS NYC website and complete the E-Recert. Staff must instruct the participant to return the RB ticket once they complete submission of the E-Recert.

If, upon return of the RB ticket, the participant does not wish or need to stay for a same-day in-Center recertification interview, staff must call, answer, and finish the ticket in MONIQ. For the participant that needs or wants to stay for the same-day interview, staff must call, answer, and re-route the RB ticket, issuing an FR ticket from MONIQ. The participant must be directed to the waiting area for a recertification interview.

Note: Participants who have 15 days or less before the end of their certification period should be urged by staff to have a same-day in-Center recertification interview.

Self-Service Check-in Stations (Kiosks)

At implementation sites that also have self-service check-in stations [Waverly (S19), North Brooklyn (S26), and Washington Heights (S13) SNAP Home Centers], participants within their recertification period who have not submitted a recertification application, will be issued an RB ticket, once they successfully self-identify at the self-service check-in station (kiosk). Participants, whose recertification application has already been received, will be issued an FR appointment ticket.

Authorized Representatives

FDR staff will provide NCA Authorized Rep Recert (FZ) tickets to authorized representatives who are submitting recertification applications and/or completing recertification interviews, on behalf of clients, and direct them to the waiting area for a recertification interview.

If an authorized representative does not inform FDR that he or she is an authorized representative and only provides information identifying a client, such as a client Social Security number or case number, and that client has not yet submitted his/her recertification application to the Agency, the authorized representative would be issued an RB ticket, as would any other participant applying for recertification. However, after completing online submission at the PC Banks, staff should issue the authorized representative an FZ ticket from MONIQ and direct them to the waiting area for a recertification interview.

Implementation Dates

The initiative was implemented on the following dates:

1. October 6, 2015 – Williamsburg (S21), Washington Heights (S13), St. Nicholas (S14), and Queens (S53) SNAP Home Centers
2. October 15, 2015 – Richmond (S99), Hunts Point (S40), Concourse (S45), and North Brooklyn (S26) SNAP Home Centers
3. October 22, 2015 – Waverly (S19), Coney Island (S22), Jamaica (S54), East New York (S28), and East End (S02) SNAP Home Centers

In addition, this process was implemented in the pilot program for this initiative at the Rockaway SNAP Home Center (S79) in May 2015 and at the Fort Greene SNAP Home Center (S20) in July 2015.

Effective Immediately