




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #15-107-OPE

**INVESTIGATION, REVENUE AND ENFORCEMENT ADMINISTRATION (IREA) TIER II
BRONX PROJECT**

<p>Date: November 23, 2015</p>	<p>Subtopic(s): Recertification</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this Policy Bulletin is to announce that the Human Resources Administration (HRA) has revised the recertification process for the Cash Assistance (CA) participants who reside in Tier II Shelters in the Bronx. The Investigation, Revenue and Enforcement Administration (IREA), Bureau of Eligibility Verification (BEV) is conducting the recertification process for this population beginning November 4, 2015.</p> <p>Previously, all homeless families' annual recertification interviews were at the Michael J. Handy Veterans' Job Center #62, located at 25 Chapel Street in Brooklyn.</p> <p>BEV staff has begun the recertification process with the CA participants who reside in Tier II Shelters in the Bronx at two locations:</p> <ul style="list-style-type: none"> • The Avenue St. John Walk-in Office located at 630 Southern Boulevard, Bronx, NY, 10455; and • The Jackson Avenue Family Residence located at 691 138th Street, Bronx, NY, 10457. <p>If the participant has moved to another borough, the BEV staff will transfer the case to the Job Center #62 for the recertification process.</p> <p>BEV will establish more locations across the five boroughs in the near future.</p> <p>The BEV staff recertification process for the Tier II Shelters CA participants includes both office and field interviews. The Project will enhance customer service and minimize lapses in benefit coverage, which includes shelter cost reimbursement for all Tier II Shelters families.</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

BEV staff is responsible for scheduling the Recertification Appointments in the Paperless Office System (POS). The Management Information Systems (MIS) will send a system-generated notice, the Notice of Recertification Appointment (**W-908T**) informing the date and time of the scheduled recertification, the location, directions to the location, a reschedule telephone number and any additional information as needed.

At the recertification interview, BEV staff will obtain the Recertification Form (**LDSS-3174**) and documents from the participant and ensure that the household receives the correct CA and Supplemental Nutritional Assistance Program (SNAP) benefits. If the participant is missing any documents at the first interview, the missing information must be verified during a subsequent appointment. The participant will receive the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) at the end of the interview with the "Must see Worker upon return" box selected. The participant must bring the missing documents by the due date to see BEV staff. BEV staff will scan and index all documents provided by the participant during the recertification interview into the HRA One Viewer.

If the participant requires finger-imaging, BEV staff will give him/her the Photo Identification for SNAP/Finger Imaging for Cash Assistance Notice (**W-519**) to take to the Job Center #62 to be finger imaged.

If the participant is found ineligible for recertification and/or refuses to cooperate, BEV staff will initiate the case closing with closing code **V-20** (Failure to Provide Documentation to Establish Eligibility).

If the participant does not keep the scheduled recertification appointment and/or does not call to reschedule, BEV staff will initiate the case closing with closing code **G-10** (Failure to Recertify on Date).

When the recertification interview is completed, the case is forwarded from the BEV worker's queue to the BEV deferred or non-deferred queue. The designated staff of Job Center #62 reviews the queues, makes the final eligibility determination on the case, and completes the recertification process.

Effective Immediately