



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #15-62-OPE (This Policy Bulletin Replaces PB #14-59-OPE)

REVISION TO INTERVIEW ROBO-CALLS FOR SNAP APPLICANTS/PARTICIPANTS

Date: July 10, 2015	Subtopic(s): Rescheduling SNAP appointments, IVRS
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to the Previous Policy Bulletin:</p> <p>This policy bulletin is being revised to:</p> <ul style="list-style-type: none"> • Introduce new robo-calls that will remind participants to submit the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (LDSS-4826) if the individual has not already done so and that a telephone recertification interview appointment for SNAP benefits is scheduled or has been missed. • Inform SNAP staff that Infoline staff will now have the ability to: <ul style="list-style-type: none"> ▪ Reschedule certain SNAP interview appointments; and ▪ Update the interview telephone number for an applicant/participant using either the Application or Recertification Logs respectively. <p>Purpose:</p> <p>The instructions and information provided in this policy bulletin are for Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center and Infoline 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, the Interactive Voice Response System (IVRS), to remind individuals applying/recertifying for SNAP benefits of an upcoming interview appointment.</p> <p>The robo-calls contain a generic, pre-recorded message and do not disclose any confidential personal information.</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

Revised information.

These pre-recorded robo-calls help ensure that applicants/participants do not miss their scheduled interview appointments and/or submit forms that are necessary to conduct the recertification interviews, which could cause delays in receiving SNAP benefits.

In June 2014, the reminder robo-calls were extended to include missed SNAP application and recertification interviews. The robo-calls are available in English, Spanish, Russian, Chinese, Arabic, Haitian-Creole, and Korean languages depending on the language indicator in WMS.

New Robo-Calls

New Information.

In July 2015, two new robo-calls will be introduced to target NCA SNAP participants who have a scheduled telephone recertification interview appointment, but have not submitted an **LDSS-4826** or E-Recertification for SNAP benefits. These identified participants will not receive the existing reminder and missed interview robo-calls, described in the next section, for participants who have a scheduled recertification interview appointment and have submitted an **LDSS-4826** or E-Recertification for SNAP benefits.

The new reminder robo-call to submit either an **LDSS-4826** or E-Recertification will occur ten calendar days prior to the scheduled appointment.

The new missed interview robo-call for participants that did not submit either an **LDSS-4826** or E-Recertification will occur five calendar days after an appointment is missed.

Existing Robo-Calls

Reminder robo-calls for the application/recertification appointments occur one calendar day before the scheduled appointment.

Missed interview robo-calls for the application/recertification appointments occur the calendar day after an appointment is missed.

Request to Reschedule an NCA SNAP Interview Appointment received by Infoline Staff

Revised information.

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 or after the appointment date has passed.

New Information

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

As of July 2015, Infoline staff that receive calls from NCA SNAP applicants/participants to reschedule interview appointments have the ability to carry out this request. The Infoline worker must access either the **SNAP Application** or **Recertification Log** in the Paperless Office System (POS) Portal to reschedule the interview. Cases that have their interview appointments rescheduled by Infoline staff show a center designation of **FIO**.

Note: Infoline staff will view the **LDSS-4826 Received** column in the **Recertification Log** to see if an **LDSS-4826** or E-Recertification has been received from the individual that is requesting to reschedule their interview. If the **Recertification Log** shows that it has not been received, the Infoline staff will notify the individual that the recertification application must be received before the date of the recertification interview appointment.

Infoline staff can also change a telephone interview to an in-person interview at any point upon the applicant/participant's request.

Note: Infoline staff must change a telephone interview to an in-person interview if it is within the last fifteen (15) days of the certification period. A telephone interview for another date must not be made.

If the case circumstances do not allow the Infoline staff to reschedule the appointment, a referral is generated using the Intranet Quorum (IQ) system. The referral includes the individual's name, SNAP case number and a description of the request. The IQ referral is then forwarded to the HRA SNAP Appointment Rescheduling Unit.

Additionally, if an applicant/participant requests that the interview telephone number be changed, the Infoline staff will have the capability to make this change using the:

- **Application Log** for cases in Applying (AP) status; and
- **Recertification Log** for cases in Active (AC) status.

Related Item:

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