



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #06-103-OPE (This Policy Bulletin Replaces PB #03-80-OPE)

REQUEST FOR CONTACT/MISSED INTERVIEW

<p>Date: August 4, 2006</p>	<p>Subtopic(s): Forms</p>
<p><input type="checkbox"/> This procedure can now be accessed on the FIAweb.</p> <p>Request Contact</p> <p>Inform applicants/participants of a missed interview</p>	<p>The purpose of this bulletin is to provide staff at Job Centers and Non-Public Assistance (NPA) Food Stamp (FS) Offices with clarification regarding the use of the Food Stamps-Request for Contact/Missed Interview form (LDSS-4753).</p> <p>The LDSS-4753 must be used to:</p> <p>Request information and/or documentation from PA/FS and NPA FS participants during a FS certification period. Workers are reminded that during a certification period, a FS participant cannot be required to appear in person and that they must allow at least 10 days for the submission of any required information/documentation.</p> <p>For Applicants</p> <p>Inform an applicant who has filed an application for FS that s/he has failed to keep the appointment for his/her initial (I) interview. Workers are reminded that an applicant must be interviewed by the 30th day of application in order to prevent a case denial.</p> <p>For Participants</p> <p>Inform a participant who has submitted his/her application for recertification that s/he has failed to comply with a recertification interview. Workers are reminded that a participant must be interviewed by the last day of his/her certification period in order to prevent a case closing.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718- 557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Note: In instances where the participant fails to both submit a recertification application and complete the recertification interview, the **LDSS-4753** is not to be used to request contact with the participant. The participant's case is to be closed according to current procedure for failure to recertify.

The **LDSS-4753** must contain the telephone number the applicant/participant must call in order to reschedule the initial or recertification interview appointment. If a hardship waiver of the in-person interview is requested, the interview can be conducted in a PA/FS participant's home (homebound participants), at the Job Center or over the telephone. For NPA FS participants, interviews can be conducted over the telephone.

Effective Immediately

References:


[01 ADM 8](#)

Attachments:

LDSS-4753 Food Stamps – Request for Contact/Missed Interview (Rev. 1/03)

LDSS-4753 (S) Food Stamps – Request for Contact/Missed Interview (Spanish) (Rev. 1/03)

Hardship Waivers

 Please use Print on Demand to obtain copies of forms.

FOOD STAMPS - REQUEST FOR CONTACT/MISSED INTERVIEW

NOTICE DATE:		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE		
CASE NUMBER	CIN NUMBER			
CASE NAME (And C/O Name if Present) AND ADDRESS				
<div style="border: 1px solid black; height: 80px; margin: 5px;"></div>		GENERAL PHONE NO. FOR QUESTIONS OR HELP _____		
		OR Agency Conference _____		
		Record Access _____		
		Legal Assistance information _____		
OFFICE NO.	UNIT NO.	WORKER NO.	UNIT OR WORKER NAME	PHONE NO.

In order for us to see if you can get or continue to get food stamp benefits, please see the checked (☑) box below:

1. **REQUEST FOR CONTACT**

We recently received information about a change in your household. In order for us to make sure you can still get food stamp benefits, we need the following:

In order for us to make sure you can still get food stamp benefits, we need you to contact us by _____ to provide the information/documentation requested above.

If you do not contact us by this date, your food stamp benefits may be reduced or stopped.

This decision is based on 18 NYCRR 387.17.

2. **MISSED INTERVIEW - APPLICATION**

You recently applied for food stamp benefits. In order for us to see if you can get food stamp benefits, you must be interviewed. You were scheduled for an interview on _____, but you missed that interview.

You must be interviewed, or you will be denied food stamp benefits.

Please call us at _____ to set up another interview.

This decision is based on 18 NYCRR 387.7.

3. **MISSED INTERVIEW - RECERTIFICATION**

We recently told you that you must apply if you want continued food stamp benefits. In order for us to see if you can continue to get food stamp benefits, you must be interviewed. You were scheduled for an interview on _____, but you missed that interview.

You must be interviewed, or your food stamp benefits will be discontinued as of _____.

Please call us at _____ to set up another interview.

This decision is based on 18 NYCRR 387.7.

NOTE: You have the right to request that the Food Stamp in-office interview be waived in hardship situations. Hardship generally includes, but is not limited to, illness, transportation difficulties, care of a household member, hardship due to residency in a rural area, prolonged severe weather, or work or training hours that prevent you from coming in during regular office hours.

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In order for us to see if you can get or continue to get food stamp benefits, please see the checked (☑) box below:

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CUPONES DE ALIMENTOS – PETICIÓN DE CONTACTO / FALTA DE PRESENTACIÓN A LA ENTREVISTA

FECHA DEL AVISO:		NOMBRE Y DIRECCIÓN DE LA AGENCIA / CENTRO U OFICINA DE DISTRITO		
NÚMERO DE CASO	NÚMERO DE CIN			
NOMBRE DEL CASO (A LA ATENCIÓN DE si está presente) Y DIRECCIÓN				
<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; width: 80%; height: 80%;"></div> </div>		NÚMERO DE TELÉFONO GENERAL PARA HACER PREGUNTAS O PEDIR AYUDA _____		
		<input type="radio"/> PARA CONFERENCIA CON LA AGENCIA _____		
		Acceso a réconds/archivos _____ Información sobre asistencia legal _____		
NO. DE OFICINA	NO. DE UNIDAD	NO. DEL TRABAJADOR(A)	NOMBRE DEL TRABAJADOR(A) O DE LA UNIDAD	NO. DE TELÉFONO

Para que podamos determinar si usted puede recibir o puede continuar recibiendo cupones de alimentos, favor de leer la casilla marcada abajo (☑):

1. **PETICIÓN DE CONTACTO**

Hemos recibido información recientemente indicando que ha ocurrido un cambio en su hogar. Para asegurarnos que usted puede todavía continuar recibiendo beneficios de cupones de alimentos, necesitamos lo siguiente:

Para asegurarnos que usted todavía puede recibir beneficios de cupones de alimentos, necesitamos que se comunique con nosotros para el _____ para proporcionarnos la información / documentación requerida arriba.

Si usted no se comunica con nosotros para esta fecha, sus beneficios de cupones de alimentos podrían reducirse o ser interrumpidos.

Esta decisión se basa en las regulaciones 18 NYCRR 387.17.

2. **FALTA DE PRESENTACIÓN A LA ENTREVISTA - SOLICITUD**

Usted solicitó recientemente beneficios de cupones de alimentos. Para que nosotros podamos determinar si usted puede recibir beneficios de cupones de alimentos, usted debe ser entrevistado(a). Usted tenía una entrevista programada para el _____, pero usted no se presentó a esa entrevista.

Usted tiene que ser entrevistado(a) o se le negarán los beneficios de cupones de alimentos.

Favor de llamarnos al _____ para programarle otra entrevista.

Esta decisión se basa en las regulaciones 18 NYCRR 387. 7.

3. **FALTA DE PRESENTACIÓN A LA ENTREVISTA - RECERTIFICACIÓN**

Recientemente le informamos que usted debe presentar una solicitud si quiere que continúen sus beneficios de cupones de alimentos. Para que podamos determinar si usted puede continuar recibiendo los beneficios de cupones de alimentos, debe de ser entrevistado(a). Usted tenía una entrevista programada para el _____, pero usted no se presentó a esa entrevista.

Usted debe ser entrevistado(a) o se le descontinuarán los beneficios de cupones de alimentos a partir del _____.

Favor de llamarnos al _____ para programarle otra entrevista.

Esta decisión se basa en las regulaciones 18 NYCRR 387. 7.

NOTE: Cuando existen situaciones difíciles, usted tiene derecho a solicitar que lo eximan de presentarse a la entrevista en la oficina. Dificultades normalmente incluyen, pero no se limitan a enfermedad, dificultades con el transporte, cuidado de un miembro de la familia, dificultad debido a que se vive en una área rural, prolongado estado del tiempo inclemente, horas de trabajo o entrenamiento que no le permiten presentarse durante las horas laborales de oficina.