FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #07-115-SYS
(This Policy Bulletin Replaces PB #07-55-OPE)

ACCESS NYC PUBLIC BENEFITS SCREENING TOOL

Date: September 19, 2007	**Subtopic(s):** Electronic Applications
🖥 This procedure can now be accessed on the FIAweb.	**Revisions to the Original Policy Bulletin:** This policy bulletin is being revised to include seven additional City, State and Federal programs participating in ACCESS NYC. **Purpose:** The purpose of this policy bulletin is to inform Family Independence Administration (FIA) staff of ACCESS NYC. ACCESS NYC offers information and application forms for multiple benefit programs all in one place on the Internet: www.nyc.gov/accessnyc. With ACCESS NYC, residents answer simple questions and ACCESS NYC tells them the benefit programs for which they may be eligible. To provide accessibility for non-English speakers, ACCESS NYC is available in Arabic, Chinese, Haitian Creole, Korean, Russian, and Spanish.
Information increased to 35 City, State and Federal programs	ACCESS NYC has information about 35 City, State and Federal programs including food stamps (FS), cash assistance (CA), home energy assistance program (HEAP), and public health insurance (for a full list of all 35 programs, see pages 2 - 3).
Revised	This screening tool asks questions regarding the household members, income, resources, expenses, employment, and housing information. Based on the information provided, ACCESS NYC returns a list of programs for which the household/individual *may* be eligible as well as a list of programs for which eligibility cannot be determined. <u>This screening tool does not determine final eligibility.</u> Instead it provides valuable information to users regarding potential eligibility and the various application processes.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
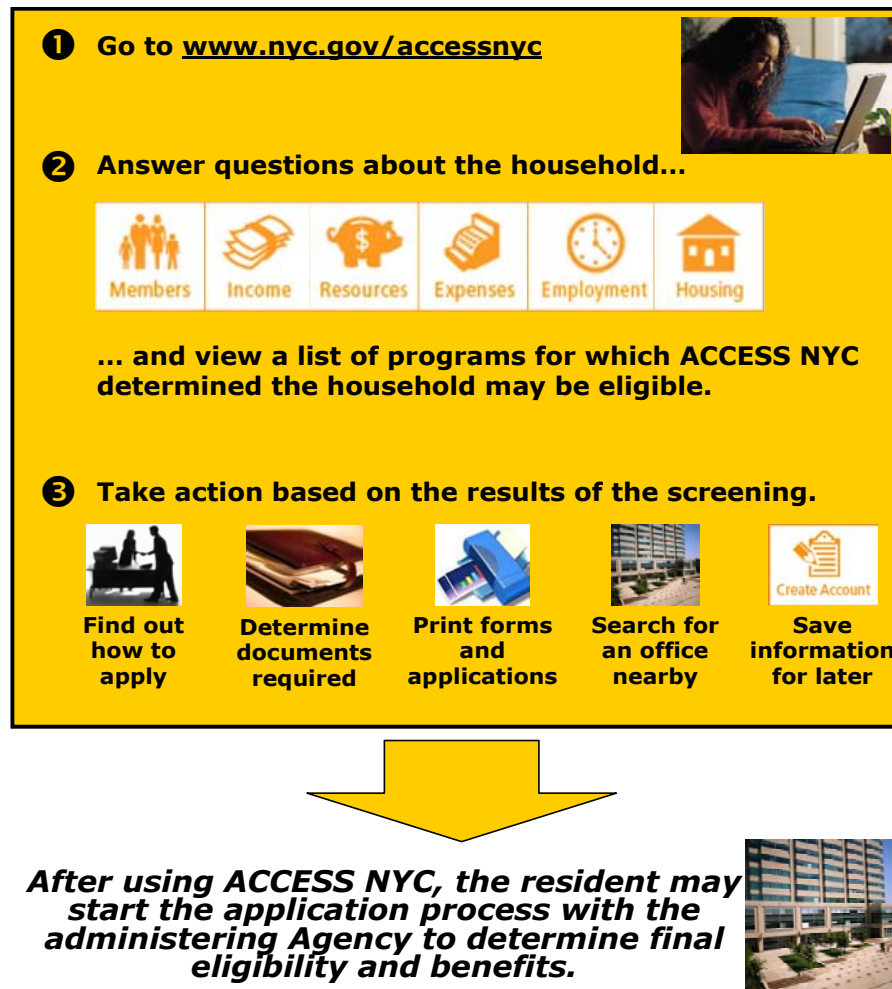send an e-mail to *FIA Call Center*

Distribution: X

In addition to pre-screening, ACCESS NYC offers:

- concise and easy-to-understand instructions for how to apply to each program
- a look-up of documents needed to apply for each program, and how to get help acquiring the documents if they are not available
- a look-up of program offices by zip code, which shows the locations on a map
- partially-complete forms that can be used when applying to the program at the administering agency
- the option to set up an account, protected by a username and password, which saves their information for later

ACCESS NYC user process

Revised screen shot

The following illustration outlines the user process flow.

❶ Go to www.nyc.gov/accessnyc

❷ Answer questions about the household…

| Members | Income | Resources | Expenses | Employment | Housing |

… and view a list of programs for which ACCESS NYC determined the household may be eligible.

❸ Take action based on the results of the screening.

| Find out how to apply | Determine documents required | Print forms and applications | Search for an office nearby | Save information for later |

After using ACCESS NYC, the resident may start the application process with the administering Agency to determine final eligibility and benefits.

ACCESS NYC Program List (as of Sept. 2007)	Eligibility information and application forms (where indicated) are available in ACCESS NYC for the following benefit programs:

New programs added

Food and Nutrition Programs
- Commodity Supplemental Food Program (CSFP)
- Food Stamps*
- School Meals
- Summer Meals
- Women Infants and Children (WIC)*

Health Insurance Programs
- Child Health PlusA/Medicaid*
- Child Health PlusB*
- Family Health Plus/Medicaid*
- Medicaid*
- Medicaid Excess Income/ Medicaid*
- Prenatal Care Assistance Program/Medicaid*
- Healthy NY*

Financial Assistance Programs
- Child and Dependent Care Tax Credit
- Child Tax Credit
- Earned Income Tax Credit (EITC)
- Home Energy Assistance Program (HEAP)*
- Cash Assistance

Health Care Services
- Nurse-Family Partnership (for first time pregnant women)*

Programs for Families with Children
- Child Care*
- Head Start
- Out-of-School-Time*
- Universal Prekindergarten*

Employment and Training Programs
- In-School Youth (ISY)
- New York State Unemployment Insurance
- NYCHA Resident Employment Services (RES)*
- Senior Employment Services (SES)*
- Summer Youth Employment Program (SYEP)
- Workforce1*

Housing Programs
- Disability Rent Increase Exemption (DRIE)*
- Disabled Homeowners' Exemption (DHE)*
- Section 8 Housing Assistance
- Senior Citizen Homeowners' Exemption (SCHE)*
- Senior Citizen Rent Increase Exemption (SCRIE)*
- School Tax Relief (STAR)*
- Veterans' Exemption

* = Forms available from ACCESS NYC

FS application printed from ACCESS NYC

Users of ACCESS NYC will be able to print the Food Stamp Benefits Application/Recertification form (**LDSS-4826**) in seven languages. The print-out is identical to the State application with the following exceptions:

- The application has the following header:

> **ACCESS NYC**
> **ACCESS NYC ID: N/A**

- On page 1, the signature box appears before, not after, the list of household members.

- The tables in the application may expand if additional lines are necessary to accommodate information that the user has entered (e.g., household members, income list, etc.).

- The application will have some of the information pre-populated with the information the user entered into ACCESS NYC (such as name, address, date of birth, etc.).

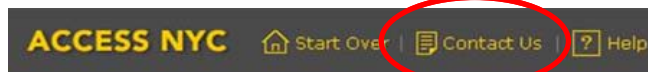|	
Processing FS applications printed from ACCESS NYC	Applicants/participants can come to a Non-Cash Assistance (NCA) FS Center with the **LDSS-4826** printed from ACCESS NYC. Staff must accept this form as a valid application for FS if it contains, at minimum, the applicant's name, address (if s/he has one) and signature. Staff must then process the application in accordance with standard procedures. If information is missing on the application, assistance may be provided to help the individual complete the application. All applications for FS, whether generated through ACCESS NYC or through any other process (mail, fax or in person) must be prescreened for expedited FS service after they are filed.
Providing ACCESS NYC assistance	FIA staff may receive questions from applicants/participants about ACCESS NYC. If the staff member is able to answer the questions based on his/her knowledge of the system, s/he is encouraged to do so. When speaking with applicants/participants about ACCESS NYC, please be aware of the following:
New information	• All printed forms from ACCESS NYC have been ***approved for use*** and should be processed in the same way any other form is processed. • ACCESS NYC provides ***potential eligibility*** based on the information entered. The administering agency will determine final eligibility and benefits. • ACCESS NYC ***does not automatically start the application process***. Users must follow directions in ACCESS NYC to apply for the programs. • Information in ACCESS NYC is ***private*** and agency staff cannot access the information entered into the system.
ACCESS NYC User Support	If the staff member cannot assist the applicant/participant with questions regarding ACCESS NYC, s/he can instruct him/her to:
New information	• Click the **Contact Us** link on the top of any page in ACCESS NYC to submit questions/comments/suggestions to the help desk; • Dial "**311**" and ask for "ACCESS NYC". *Effective Immediately*