



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #07-138-OPE

(This Policy Bulletin Replaces PB #04-180-OPE, PB #05-02-OPE and PB #06-139-OPE)

IMPROVING FOOD STAMP PROGRAM ACCESS UTILIZING LATE APPOINTMENT HOURS IN TRADITIONAL AND EXTENDED HOURS CENTERS

Date: November 20, 2007	Subtopic(s): Food Stamps
This procedure can now be accessed on the FIAweb.	<p>The purpose of this policy bulletin is to inform all Non-Cash Assistance Food Stamp (NCA FS) Center staff of the use of late appointment hours to improve FS program access.</p>
<p>Revised W-123C</p>	<p>Appointment times up to one half-hour prior to the Center's closing time on Mondays through Fridays may be offered to applicants and participants in all FS Centers. Centers traditionally open until 5:00 PM may schedule interviews for as late as 4:30 PM. Extended Hours Centers open until 6:00 PM may schedule interviews for as late as 5:30 PM and Extended Hours Centers open on a specific day until 7:00 PM may schedule interviews starting as late as 6:30 PM. (Extended Hours Centers are also open on Saturdays from 9:00 AM to 5:00 PM. Appointments on Saturdays may be scheduled from 9:00 AM until 3:00 PM.)</p>
<p>Revised W-129RR and W-129RR (Insert)</p>	<p>The Food Stamp Daily Reception Schedule and Activity Report (W-123C) has been revised to accommodate appointment times on the half-hour (e.g., 9:30 AM, 10:30 AM) and to extend the latest appointment slot to 6:30 PM to accommodate later closing times in Extended Hours Centers. These changes have increased the form to two pages. Additionally, columns labeled "Scheduled" and "Total" have been added to Part II – Disposition of Appointments now listed on the bottom of page 2.</p> <p>To inform applicants and participants of the availability of later hours and Saturday appointments, the Notice of Food Stamp Recertification Appointment (W-129RR) and the accompanying W-129RR (Insert) have been revised.</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*

Individuals employed full- or part-time may be offered the opportunity to recertify for benefits at an Extended Hours Center even if their case is active in a traditional hours Center. Center Administration must first determine if the traditional hours Center can accommodate the participant at the traditional hours location with an earlier or later appointment before they contact the Extended Hours location. See **Attachment A** for a list of Extended Hours Food Stamp Centers.

If an employed individual calls a Food Stamp Center to request a change in his/her recertification appointment, the receptionist will attempt to accommodate the individual with a new appointment within the Center's hours of operation. If the employed individual states that available appointment times at the traditional hours Food Stamp Center do not accommodate his/her work schedule, the receptionist will ask the working individual for his/her preferred time and location for an interview that can be accommodated by an Extended Hours Center. The working individual is to be informed of the locations and scheduled hours of the Extended Hours Centers. The receptionist is to inform the working individual that contact will be made with an Extended Hours Center and s/he will be informed of his/her new appointment date, time and location by telephone and via a new appointment notice sent to him/her through the mail.

New Extended Hours
Appointment
Accommodation Log
(**W-147HH**)

The receptionist will annotate the newly created Extended Hours Appointment Accommodation Log (**W-147HH**) listing the working individual's name, case number, current appointment date and time and his/her preferred appointment date, time and location.

The receptionist is to give the annotated **W-147HH** to his/her supervisor or Assistant Center Manager who will initiate telephone contact with the reception supervisor or Assistant Center Manager of the Extended Hours Center that was chosen by the working individual as their preferred location.

After a new appointment date and time has been arranged, the reception supervisor of the originating Center will complete the **W-147HH** by annotating the log with the working individual's new appointment date, time and location. The reception supervisor will prepare a new **W-129RR** containing the new appointment information and will include a note at the bottom of the form indicating the original appointment date, time and location.

The reception supervisor of the originating center will mail the participant the **W-129RR**, give a copy to his/her control unit and fax a copy to the Extended Hours Center where the interview has been scheduled. The supervisor will also contact the working individual by telephone and inform him/her of the new appointment information.

The control unit worker at the originating center will file the copy of the **W-129RR** in his/her tickler file and annotate his/her **WINRO76** with the new information. The receptionist at the originating center will also annotate his/her **WINRO76** with the new information.

The control unit clerk in the originating center will contact the control unit clerk in the Extended Hours Center fifteen days prior to the end of the working individual's recertification period to ascertain the disposition of the recertification process (e.g., failed to keep appointment, failed to submit necessary documentation or determined eligible for continued assistance). The control unit clerk in the originating center will annotate his/her **WINRO76** with the recertification disposition and will also inform the receptionist at his/her location to annotate his/her **WINRO76**.

The procedural case actions to be completed as a result of a recertification or failure to recertify will be processed by Workers at the Extended Hours Center.

During the recertification interview, the worker at the Extended Hours Center will determine if the working individual will need ongoing extended hours accommodations. If needed, a case transfer to the Extended Hours Center is to be processed when the recertification processing is completed.

Center Managers at the Extended Hours Locations are to ensure that staff assigned to arrange, control and process recertifications of working individuals from traditional hours centers complete the process accurately and promptly.


Samples of the forms are attached.

NCA FS Center Managers must ensure that all previous versions of the **W-123C**, **W-129RR** and **W-129RR (Insert)** and their multilingual equivalents are removed from circulation and recycled.

Effective Immediately

Attachments:

- Attachment A**
- W-123C** Extended Hours Food Stamp Center List
Food Stamp Daily Reception Schedule and
Activity Report (Rev. 10/22/07)
- W-129RR** Notice of Food Stamp Recertification
Appointment (Rev.10/22/07)
- W-129RR (S)** Notice of Food Stamp Recertification
Appointment (Spanish) (Rev. 10/22/07)

 Please use Print on Demand to obtain copies of forms.

W-129RR (Insert)	Notice of Food Stamp Recertification Appointment (W-129RR) (Insert) (Rev. 10/22/07)
W-129RR (Insert) (S)	Notice of Food Stamp Recertification Appointment (W-129RR) (Insert) (Spanish) (Rev. 10/22/07)
W-147HH	Extended Hours Appointment Accommodation Log

Attachment A

EXTENDED HOURS FOOD STAMP CENTER LIST

Manhattan:

Waverly (F19) (Open until 7:00 PM on Tuesdays)
12 West 14th Street, 2nd Floor
New York, NY 10011

Brooklyn:

Boro Hall (F23) (Open until 7:00 PM on Tuesdays)
45 Hoyt Street, 6th Floor
Brooklyn, NY 11201

Bronx:

Fordham (F44) (Open until 7:00 PM on Wednesdays)
2551 Bainbridge Avenue, 2nd Floor
Bronx, NY 10458

Queens:

Jamaica (F54) (Open until 7:00 PM on Thursdays)
165-08 88th Avenue, 3rd Floor
Jamaica, NY 11432

Staten Island:

Richmond (F99) (Open until 7:00 PM on Fridays)
201 Bay Street, 1st Floor
Staten Island, NY 10301

2:00PM																					
2:30PM																					
3:00PM																					
3:30PM																					
4:00PM																					
4:30PM																					
5:00PM																					
5:30PM																					
6:00PM																					
6:30PM																					

SAMPLE

PART II – DISPOSITION OF APPOINTMENTS.

	SCHEDULED	INTERVIEWED	FTK	TOTAL
PREVIOUSLY SCHEDULED				
WALK-INS				

PART III – WALK-INS

GIVEN APPOINTMENT FOR ANOTHER DAY	INFORMATION ONLY

INSTRUCTIONS

1.	1. ENTER THE CUSTOMER'S NAME IN BOX 1 2. ENTER I OR F IN BOX 2. I – INTERVIEWED
2.	F – FAILED TO KEEP APPT.



Date: _____
Case Number: _____
Case Name: _____

Notice of Food Stamp Recertification Appointment

Under Food Stamp Program rules, your benefits will expire on _____. If you wish to continue to receive uninterrupted Food Stamp benefits, you must file a new application by your expiration date. We have scheduled an appointment for you on:

SAMPLE

Date: _____ Time: _____
Location Name: _____
Address: _____
City: _____ State: _____ Zip: _____

If you have any questions or need to change your appointment or if you are working and need a later time or a Saturday appointment, you may call _____.

Failure to keep your appointment or bring the requested verification will result in the delay and possible discontinuation of benefits to your household.

You will need to bring current proof of any of the following that apply to you:

- Earned income for the past four (4) weeks
- Monthly unearned income
- Resources/assets
- Household composition
- Shelter and utility expenses
- Child care or dependent costs
- Medical expenses for elderly or disabled household members
- Newly obtained Social Security numbers
- Date of birth and Social Security number of new household members
- Alien status if it has changed

In addition, State regulations require that all case members 18 years of age and older and minor heads of household applying for or in receipt of food stamps be finger-imaged. Therefore, we request that the following case member(s), who has/have not been finger-imaged, please report with you to this appointment.

_____ , _____

If the case member(s) named above is/are not finger-imaged before the end of your current certification period, your Food Stamp case will be closed at the end of the certification period.

For information regarding acceptable documentation, refer to the enclosed Eligibility Factors and Suggested Documentation Guide (**W-119D**).

**BE SURE TO READ THE ATTACHED INSERT
FOR YOUR INTERVIEW/APPLICATION RIGHTS FOR FOOD STAMP BENEFITS AND
CONFERENCE AND FAIR HEARING INFORMATION.**



Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Aviso de Cita de Recertificación de Cupones para Alimentos

Conforme a las normas actuales del Programa de Cupones para Alimentos (Food Stamp Program), sus beneficios se vencerán el _____. Si usted desea seguir recibiendo beneficios de Cupones para Alimentos ininterrumpidos, debe presentar una nueva solicitud para su fecha de vencimiento. Le hemos programado una cita para:

Fecha: _____ Hora: _____

Nombre del Local: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Si tiene preguntas o si necesita cambiar su cita o si usted trabaja y necesita una cita a una hora más tarde o un sábado, puede llamar al _____.

El no cumplir con la cita o no traer los comprobantes solicitados resultará en el retraso y posible discontinuación de los beneficios de su hogar.

Tiene que traer cualquiera de los documentos más recientes de la lista más abajo que le correspondan:

- Ingreso salarial de las últimas cuatro (4) semanas
- Ingreso mensual no salarial
- Recursos/bienes económicos
- Miembros del hogar
- Gastos de albergue y servicios de electricidad y gas
- Costo de cuidado infantil o de dependientes
- Gastos médicos de ancianos o personas incapacitadas en su hogar
- Números de Seguro Social (Social Security) obtenidos recientemente
- Fechas de nacimiento y números de Seguro Social de nuevos miembros del hogar
- Estado de extranjería, si ha cambiado

Además, las leyes Estatales estipulan que a todo miembro de caso de 18 años de edad o más y a todo menor jefe de familia que esté solicitando o recibiendo cupones para alimentos, se le tomen sus imágenes digitales. Por lo tanto le pedimos que el/los siguiente(s) miembro(s) de su caso, a quienes no se le ha(n) tomado las imágenes digitales, se presente(n) con usted a esta cita.

Si al/a los miembro(s) de su caso más arriba no se le toma(n) imágenes digitales antes del final de su actual período de certificación, su caso de Cupones para Alimentos se cerrará al final de dicho período.

Para más información respecto a documentos admisibles, consulte el adjunto Factores de Elegibilidad y Guía de Documentación Sugerida (W-119D [S]).

**ASEGÚRESE DE LEER LAS HOJAS ADJUNTAS
SOBRE SUS DERECHOS RESPECTO A SOLICITUD/ENTREVISTA DE CUPONES PARA ALIMENTOS
Y SOBRE CONFERENCIAS Y AUDIENCIAS IMPARCIALES.**



Notice of Food Stamp Recertification Appointment (W-129RR) Insert Interview/Application Rights for Food Stamp Benefits

You have a 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 during regular office hours.
- ask for an application for Food Stamp Benefits. This center must accept the application as long as it is signed and has a readable name (and address, if you have one).
- apply for Food Stamp Benefits in person, by mail, by fax or through an authorized representative. An interview may be required.

If all members of your household are now receiving Supplemental Security Income (SSI) or plan to apply for SSI, you may apply for Food Stamp Benefits at the Social Security Office instead of turning in your recertification form at the Food Stamp Center. If you choose to do this, the Social Security Office must receive your application by your Food Stamp Benefit expiration date, indicated on your Notice of Food Stamp Recertification Appointment (W-129RR). They will interview you and send your application and supporting documents to the Food Stamp Benefits Center to see if you can still get Food Stamp Benefits.

What Happens If I Do Not Comply with the Interview Requirements?

If you submit your recertification application by _____ and are still eligible, you will receive
Last Day of Certification Period

uninterrupted Food Stamp Benefits. However, you will not get Food Stamp Benefits after _____
Last Day of Certification Period

unless you are recertified. If you, a member of your household or your authorized representative do not turn in your recertification form, complete an interview and give any required documentation, you will not get Food Stamp Benefits unless you apply again and are eligible. If any proof is still needed after the interview, you will be told what you need to bring, and you will have at least ten (10) days to submit it. This decision is based on 18 NYCRR § 387.17.

Services and Other Information

- If you are getting cash assistance, medical assistance or Food Stamp Benefits, you may be able to get a discount on your phone service. For information on LIFELINE, call Verizon toll-free at (800) 555-5000.
- Although you may no longer be eligible for cash assistance, Food Stamp Benefits or medical assistance, you still may be eligible for assistance with your heating costs by applying for the Home Energy Assistance Program (HEAP). Information on HEAP can be obtained by calling HEAP Central at (800) 692-0557.

**YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE CONFERENCE AND FAIR HEARING INFORMATION
SECTION OF THIS NOTICE FOR HOW TO APPEAL THIS DECISION.**

Conference and Fair Hearing Information

CONFERENCE

If you think our decision is wrong, or if you do not understand our decision, please call us to set up a conference (informal meeting with us). To do this, call the Fair Hearing and Conference (FH&C) unit phone number on **page 1** of the attached notice or write to us at the address on **page 1** of the attached notice. Sometimes this is the fastest way to solve a problem you may have. We encourage you to do this even if you have asked for a Fair Hearing. If you ask for a conference, you are still entitled to a Fair Hearing.

STATE FAIR HEARING

How to Ask for a Fair Hearing: If you believe the decision(s) we are making is/are wrong, you may request a State Fair Hearing by telephone, in writing, fax, in person or online.

- (1) TELEPHONE:** Call **(800) 342-3334**. (Please have this notice in hand when you call.)
- (2) WRITE:** Send a copy of the entire notice, with the "Fair Hearing Request" section completed, to:
Office of Administrative Hearings
New York State Office of Temporary and Disability Assistance
P.O. Box 1930
Albany, NY 12201
(Please keep a copy for yourself.)
- (3) FAX:** Fax a copy of the entire notice, with the "Fair Hearing Request" section completed, to:
(518) 473-6735
- (4) IN PERSON:** Bring a copy of the entire notice, with the "Fair Hearing Request" section completed, to the Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance at either:
14 Boerum Place, Brooklyn or **330 West 34th Street, 3rd floor, Manhattan**
- (5) ONLINE:** Complete an online request form at: <http://www.otda.state.ny.us/oah/forms.asp>

What to Expect at a Fair Hearing: The State will send you a notice that tells you when and where the Fair Hearing will be held. At the hearing, you will have a chance to explain why you think our decision is wrong. To help explain your case, you can bring a lawyer and/or witnesses such as a relative or a friend to the hearing, and/or give the Hearing Officer any written documentation related to your case such as: pay stubs, leases, receipts, bills and/or doctor's statements, etc. If you cannot come yourself, you can send someone to represent you. If you are sending someone who is not a lawyer to the hearing instead of you, you must give that person a letter to show the Hearing Officer that you want that person to represent you. At the hearing, you, your lawyer or your representative can also ask questions of witnesses whom we bring, or you bring, to explain the case.

LEGAL ASSISTANCE: If you need free legal assistance, you may be able to obtain such assistance by contacting your local Legal Aid Society or other legal advocate group. You may locate the nearest Legal Aid Society or advocate group by checking the Yellow Pages under "Lawyers."

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case files. If you call, write or fax us, we will send you free copies of the documents from your files, which we will give to the Hearing Officer at the Fair Hearing. Also, if you call, write or fax us, we will send you free copies of specific documents from your files which you think you may need to prepare for your Fair Hearing. To ask for documents or to find out how to look at your file, call **(718) 722-5012**, fax **(718) 722-5018** or write to **HRA Division of Fair Hearing, 14 Boerum Place, Brooklyn, New York 11201**. If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

INFORMATION: If you want more information about your case, how to ask for a Fair Hearing, how to see your file or how to get additional copies of documents, call or write to us at the phone number/address listed on **page 2** of this notice.

FAIR HEARING REQUEST

Deadline: If you want the State to review our decision, you must ask for a Fair Hearing within ninety (90) days from the date of the notice for Food Stamps issues.

If you lose the Fair Hearing, you will have to pay back any benefits you received, but should not have received, while you were waiting for the decision. If you do not want your benefits to stay the same until the decision is issued, you must tell the State when you call for a Fair Hearing or, if you send back this notice, check the box below:

I do not want to keep my benefits the same until the Fair Hearing decision is issued.

If you cannot reach the New York State Office of Temporary and Disability Assistance by phone, by fax, in person or online, please write to ask for a Fair Hearing before the deadline.

I want a Fair Hearing. The Agency's decision is wrong because:

SAMPLE

Print Name: _____ Case Number: _____
Name M.I. Last Name

Address: _____ Telephone: _____

City: _____ State: _____ Zip Code: _____

Signature: _____ Date: _____



Aviso de Cita de Recertificación Cupones para Alimentos (W-129RR) Insert (S) Derechos respecto a la Entrevista/Solicitud de Cupones para Alimentos

Usted tiene el derecho de:

- solicitar que la entrevista de Cupones para Alimentos en la oficina sea dispensada debido a dificultades. En general, se pueden citar algunas dificultades entre las cuales están incluidas, las enfermedades, el transporte, cuidar a un miembro del hogar, el residir en un área rural, mal tiempo prolongado, el trabajo u horas de capacitación que le impidan acudir durante un horario normal de oficina.
- pedir una solicitud de Beneficios de Cupones para Alimentos. Este centro debe aceptar la solicitud siempre y cuando esté firmada y tenga el nombre y (la dirección si la tiene) legible(s).
- solicitar Beneficios de Cupones para Alimentos en persona, por correo, por fax o a través de un representante autorizado, lo cual pueda requerir de una entrevista.

Si todos los miembros de su hogar actualmente reciben el Ingreso de Seguridad Suplementario (Supplemental Security Income – SSI) o tiene planes para solicitar SSI, usted puede solicitar Beneficios de Cupones para Alimentos en la oficina del Seguro Social en vez de presentar su formulario de recertificación en el centro de Cupones para Alimentos. Si así decidiera hacerlo, el Centro del Seguro Social también debe recibir su solicitud para la fecha de vencimiento de sus Beneficios de Cupones para Alimentos, indicada en su aviso de Recertificación de Cupones para Alimentos (**W-129RR [S]**). Ellos le entrevistarán y enviarán su solicitud con los documentos correspondientes al centro de Cupones para Alimentos para averiguar si usted aún tiene derecho a Beneficios de Cupones para Alimentos.

¿Qué Pasaría Si No Cumpló el Requisito de Entrevista?

Si usted no presenta su solicitud de recertificación para el _____ y aún es elegible, recibirá
Último Día del Período de Certificación)
Beneficios de Cupones para Alimentos ininterrumpidos. Sin embargo, usted no recibirá Beneficios de Cupones para Alimentos después del _____ menos que se haya recertificado. Si usted, un miembro de
Último Día del Período de Certificación)

su hogar o su representante autorizado no devuelve(n) su formulario de recertificación, no se presenta(n) a una entrevista y proporciona(n) toda documentación solicitada, usted no recibirá Beneficios de Cupones para Alimentos, a menos que vuelva a solicitar y que tenga derecho a ello. Si se necesita alguna otra prueba después de la entrevista, se le informará respecto a los documentos precisos, y se le otorgará un plazo de diez días para presentar los documentos en cuestión. Esta decisión se toma conforme a 18 NYCRR § 387.17.

Servicios y Otras Informaciones

- Si usted recibe asistencia en efectivo, asistencia médica o Beneficios de Cupones para Alimentos, tal vez pueda recibir un descuento en su servicio de teléfono. Para más información sobre LIFELINE, llame gratuitamente a Verizon al (800) 555-5000.
- Aunque ya no sea elegible para asistencia en efectivo, Beneficios de Cupones para Alimentos o asistencia médica, usted todavía puede ser elegible para asistencia con sus gastos de calefacción solicitando al Programa de Asistencia para Energía en el Hogar (Home Energy Assistance Program – HEAP). Información sobre HEAP se puede obtener llamando a la Central de HEAP al (800) 692-0557.

**USTED TIENE EL DERECHO DE APELAR CONTRA ESTA DECISIÓN.
ASEGÚRESE DE LEER LA SECCIÓN DE INFORMACIÓN SOBRE CONFERENCIAS Y AUDIENCIAS IMPARCIALES DE
ESTE AVISO SOBRE CÓMO APELAR CONTRA ESTA DECISIÓN.**

Información sobre Conferencias y Audiencias Imparciales

CONFERENCIA

Si usted considera que nuestra decisión ha sido errónea, o si no la entiende, por favor llámenos para arreglar una conferencia (reunión informal con nosotros). Para ello, llame al número de teléfono de la unidad de Audiencias Imparciales y Conferencias (Fair Hearing and Conference – FH&C) que aparece en **la primera página** de este aviso, o escribanos a la dirección que también aparece en **la primera página** de este aviso. A veces este resulta el modo más rápido de solucionar algún problema que pueda tener. Le recomendamos que así lo haga, aun si ha pedido una Audiencia Imparcial. En el caso de solicitar una conferencia, usted seguirá teniendo derecho a una Audiencia Imparcial.

AUDIENCIA IMPARCIAL ESTATAL

Cómo Solicitar una Audiencia Imparcial: Si usted considera que la(s) decisión(es) que estamos tomando es/son errónea(s), puede solicitar una Audiencia Imparcial Estatal por teléfono, por escrito, por fax, en persona o por Internet.

- (1) POR TELÉFONO:** Llame al **(800) 342-3334**. (Favor de tener este aviso a la mano cuando llame.)
- (2) POR ESCRITO:** Envíe una copia de todo el aviso, con la sección "Petición de Audiencia Imparcial" llenada, a:
Office of Administrative Hearings
New York State Office of Temporary and Disability Assistance
P.O. Box 1930
Albany, NY 12201
(Favor de guardar una copia para usted.)
- (3) POR FAX:** Envíe una copia de todo el aviso, con la sección "Petición de Audiencia Imparcial" llenada, al:
(518) 473-6735.
- (4) EN PERSONA:** Traiga una copia de todo el aviso, con la sección "Petición de Audiencia Imparcial" llenada, a la Oficina de Audiencias Administrativas, Oficina de Asistencia Temporal y Asistencia para Incapacitados del Estado de Nueva York (Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance) a cualquiera de las siguientes direcciones:
14 Boerum Place, Brooklyn o 330 West 34th Street, 3rd floor, Manhattan
- (5) POR INTERNET:** Complete una solicitud de formulario electrónico conectándose a:
<http://www.otda.state.ny.us/oah/forms.asp>

Qué Puede Esperar de la Audiencia Imparcial: El Estado le enviará una notificación que le informará de cuándo y dónde se llevará a cabo la Audiencia Imparcial. En la audiencia, usted tendrá la oportunidad de explicar la razón por la que considera que nuestra decisión es errónea. Para ayudarle a presentar su caso, usted puede traer a la audiencia a un abogado y/o testigos como familiares o amigos, y/o entregarle al Funcionario de la Audiencia cualquier documento escrito relacionado con su caso tal como: talones de paga, contratos de arrendamiento, recibos, cuentas y/o declaraciones médicas, etc. Si no puede acudir a la audiencia, puede enviar a alguien que le represente. Si tal representante no es abogado, usted debe proporcionarle una carta para que el Funcionario de la Audiencia sepa que usted desea que tal persona le represente. Durante la audiencia, usted, su abogado o su representante también pueden interrogar a los testigos por parte nuestra o suya, para aclarar el caso.

ASISTENCIA LEGAL: Si necesita asistencia legal gratuita, podría obtener tal asistencia comunicándose con la Sociedad de Ayuda Legal (Legal Aid Society) de su localidad u otro grupo legal de abogacía. Usted puede localizar la Sociedad de Ayuda Legal o grupo de abogacía más cercano buscando en las Páginas Amarillas (Yellow Pages) bajo "lawyers" (abogados).

ACCESO A SU ARCHIVO Y COPIAS DE DOCUMENTOS: Para ayudarle a prepararse para la audiencia, usted tiene el derecho de revisar los archivos de su caso. Si usted nos llama, nos escribe o nos manda un facsímil, le proporcionaremos copias gratuitas de los documentos que se encuentran en su archivo, los mismos que se entregarán al Funcionario de Audiencias durante la Audiencia Imparcial. Además, si usted nos llama, nos escribe o nos manda su petición por facsímil, le enviaremos copias gratuitas de documentos específicos contenidos en su archivo y que usted considere necesarios para prepararse para la Audiencia Imparcial. Para pedir documentos o para averiguar cómo revisar su archivo, llámenos al **(718) 722-5012**, por facsímil al **(718) 722-5018** o escriba a: **HRA Division of Fair Hearing, 14 Boerum Place, Brooklyn, New York 11201**. Si desea copias de documentos contenidos en su archivo, debe pedirlos con anticipación. Éstas se le enviarán dentro de un plazo adecuado antes de la fecha de la audiencia. Los documentos serán enviados por correo sólo si lo solicita específicamente.

INFORMACIÓN: Si desea más información sobre su caso, cómo pedir una Audiencia Imparcial, cómo revisar su archivo o cómo obtener copias adicionales de documentos, llame o escribanos al número telefónico y/o dirección que aparecen en la **segunda página** de este aviso.

PETICIÓN DE AUDIENCIA IMPARCIAL

Fecha Límite: Si usted desea que el Estado revise nuestra decisión, tiene que solicitar una Audiencia Imparcial dentro de noventa (90) días a partir de la fecha de este aviso para asuntos de Cupones para Alimentos.

Si usted pierde la Audiencia Imparcial, tendrá que reembolsar cualquier beneficio que haya recibido, sin tener derecho al mismo, mientras esperaba la decisión. Si usted no desea que sus beneficios se mantengan sin cambios hasta que se emita una decisión, debe informarle al Estado cuando llame para pedir una Audiencia Imparcial o, si envía este aviso de regreso, marque la casilla a continuación:

No deseo que mis beneficios continúen sin cambios hasta que la decisión de la Audiencia Imparcial sea emitida.

Si no logra comunicarse con la Oficina de Asistencia Temporal y de Asistencia para Incapacitados del Estado de Nueva York (New York State Office of Temporary and Disability Assistance) por teléfono, por fax, en persona o por Internet, favor de enviar por escrito su solicitud de Audiencia Imparcial antes de la fecha límite.

Deseo una Audiencia Imparcial. La decisión de la Agencia es errónea porque:

SAMPLE

Nombre en Letras de Molde: _____ Núm. del Caso: _____
Nombre I. Apellido

Dirección: _____ Teléfono: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Firma: _____ Fecha: _____



Extended Hours Appointment Accommodation Log

Name (Last, First)	Case Number	Current Appointment Date and Time	Preferred Appointment Date and Time	New Appointment Date and Time	Extended Hours Center and Location
<h1>SAMPLE</h1>					