



# FAMILY INDEPENDENCE ADMINISTRATION

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## **POLICY BULLETIN #07-98-OPE** *(This Policy Bulletin Replaces PB #06-91-OPE)*

### **INTERACTIVE VOICE RESPONSE SYSTEM (IVRS) BROCHURE (W-901C)**

<b>Date:</b> August 14, 2007	<b>Subtopic(s):</b> Recertification, Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>In-office interviews may be waived in hardship situations.</p> <p>See <a href="#">PB #06-34-ELI</a> for more information about the IVRS project.</p>	<p><b>Revisions to Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to announce that the Interactive Voice Response System (IVRS) brochure, <b>W-901C</b>, has been changed. The changes were necessary to reflect HRA's current format for printed brochures and flyers. The questions and answers in the brochure have not changed.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform all Non-Public Assistance (NPA) Food Stamp (FS) Office staff that a brochure discussing a new method of recertification called the Interactive Voice Response System has been developed in English, Spanish and Mandarin. The Interactive Voice Response System (IVRS) brochure (<b>W-901C</b>) contains a series of questions and answers describing the phone recertification process and lists the benefits of recertifying by phone versus in person. This policy bulletin serves as information for all other staff.</p> <p>Currently, most NPA FS participants are scheduled for an in-office recertification appointment in order to determine eligibility for continued assistance. The IVRS will make it possible for <u>eligible participants</u> to recertify by telephone, so that they are not required to come into the center. Management Information Systems (MIS) will mail eligible participants the IVRS brochure prior to their normal IVRS mail-out.</p> <p>Samples of the forms are attached.</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*

NPA FS Site Managers must ensure that all previous versions of these forms are removed from circulation and recycled.


*Effective Immediately*

**Related Items:**

[PB #06-34-ELI](#)

**Attachments:**

- W-901C** Interactive Voice Response System (IVRS)  
(Rev. 7/14/07)
- W-901C (S)** Interactive Voice Response System (IVRS) (Spanish)  
(Rev. 7/14/07)
- W-901C (C)** Interactive Voice Response System (IVRS) (Chinese)  
(Rev. 7/14/07)

 Please use Print on Demand to obtain copies of forms.

# Recertify Food Stamps by Phone

## Q: How will I know if I can recertify by telephone?

**A:** If you are selected to recertify by telephone, you will receive a packet notifying you of your eligibility. This packet will be mailed to you after your normal recertification packet has been mailed. If the information in the packet concerning your household is correct, you can recertify by phone using the Interactive Voice Response System.

## Q: What is IVRS?

**A:** IVRS is an Interactive Voice Response System that is used by the Human Resources Administration (HRA) to allow certain Food Stamp households to recertify for food stamps by telephone.

## Q: Is there a special telephone number I have to call to recertify via IVRS?

**A:** Yes. The telephone number is a toll-free number and will be provided in the IVRS packet sent to you. The IVRS recertification must be completed at least one day before your scheduled in-office appointment.

## Q: If I recertify by IVRS, do I have to keep my scheduled in-office recertification appointment?

**A:** No. If you recertify successfully by IVRS you will be given a confirmation number. Within two weeks of completing the IVRS interview you will receive a notice in the mail about your continued eligibility for food stamps. Remember, if you recertify using IVRS you do not have to keep your in-person office appointment.

## Q: What happens if I'm not able to recertify by IVRS or I do not complete the interactive interview successfully?

**A:** If you cannot recertify by IVRS you must keep your scheduled in-office appointment or call your Food Stamp Office to reschedule the in-office appointment.

## Benefits of IVRS

If you choose to use our new telephone recertification process:

- You can call from any touch-tone telephone, 24 hours a day, 7 days a week.
- You will be able to choose English, Spanish or Chinese (Mandarin) from the system options.
- You do not have to go to your local NPA FS Office.
- You will receive a confirmation number once you complete the telephone interview.

You will receive a notice in the mail indicating your continued eligibility for food stamps.

SAMPLE

Usted puede llevar a cabo su recertificación de cupones para alimentos por teléfono



Sistema Interactivo de Respuesta Oral (IVRS)



CITY OF NEW YORK  
Michael R. Bloomberg  
Mayor



HUMAN RESOURCES ADMINISTRATION/  
DEPARTMENT OF SOCIAL SERVICES

Robert Doar  
Administrator/Commissioner

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W-901C (S)  
Rev. 7/14/07

# Sistema Interactivo de Respuesta Oral

**P: ¿Cómo sé si puedo llevar a cabo la recertificación por teléfono?**

**R:** Si usted es seleccionado(a) para recertificarse por teléfono, recibirá un paquete notificándole de su elegibilidad. Este paquete se le enviará por correo después del paquete normal de recertificación. Si la información en el paquete respecto a su hogar es correcta, usted puede recertificarse por teléfono usando el Sistema Interactivo de Respuesta Oral (Interactive Voice Response System – IVRS).

**P: ¿Qué es el IVRS?**

**R:** El IVRS es un Sistema Interactivo de Respuesta Oral utilizado por la Administración de Recursos Humanos (HRA) para brindar la oportunidad de recertificarse por teléfono a ciertos hogares que reciben cupones para alimentos.

**P: ¿Hay un número de teléfono especial para llamar y recertificarse por el IVRS?**

**R:** Sí. El número de teléfono es gratuito y será incluido en el paquete de IVRS que recibirá. La recertificación por el IVRS tiene que llevarse a cabo por lo menos un día antes de su cita en persona programada.

**P: ¿Si me recertifico por el IVRS, tengo que cumplir con mi cita de recertificación en persona?**

**R:** No. Al llevar a cabo su recertificación por el IVRS usted recibirá un número de confirmación. Dentro de dos semanas de llevar a cabo la entrevista por el IVRS usted recibirá por correo un aviso respecto a su elegibilidad continua de cupones para alimentos. **Recuerde, si se recertifica por el IVRS, no tiene que presentarse a su cita en persona.**

**P: ¿Qué pasa si no puedo recertificarme por el IVRS o si no llevo a cabo la entrevista interactiva satisfactoriamente?**

**R:** Si no puede recertificarse por el IVRS tiene que cumplir con su cita en persona previamente programada o llamar a su Oficina de Cupones para Alimentos para reprogramar su cita en la oficina.

**Beneficios del IVRS**

Si usted opta por usar nuestro nuevo proceso de recertificación por teléfono.

- Puede llamar desde cualquier teléfono con teclas, las 24 horas del día, los 7 días de la semana.
- Podrá elegir inglés, español o chino (mandarín) de las opciones del sistema.
- No es necesario que se presente a su Oficina local de Cupones para Alimentos de No Asistencia Pública (NPA FS Office).
- Recibirá un número de confirmación al llevar a cabo la entrevista telefónica.
- Recibirá un aviso por correo que indicará su elegibilidad continua de cupones para alimentos.

SAMPLE

You can recertify for food stamps by telephone



Interactive Voice Response System (IVRS)



CITY OF NEW YORK  
Michael R. Bloomberg  
Mayor



HUMAN RESOURCES ADMINISTRATION/  
DEPARTMENT OF SOCIAL SERVICES

Robert Doar  
Administrator/Commissioner

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Rev. 7/14/07

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## Q: What happens if I'm not able to recertify by IVRS or I do not complete the interactive interview successfully?

**A:** If you cannot recertify by IVRS you must keep your scheduled in-office appointment or call your Food Stamp Office to reschedule the in-office appointment.

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You will receive a notice in the mail indicating your continued eligibility for food stamps.

SAMPLE

您可以通过电话  
进行粮食券  
资格重新证明



互动语音应答系统  
(IVRS)



CITY OF NEW YORK  
Michael R. Bloomberg  
Mayor



HUMAN RESOURCES ADMINISTRATION/  
DEPARTMENT OF SOCIAL SERVICES

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W-901C (C)  
Rev. 7/14/07

# 您可以通过电话 进行粮食券 资格重新证明

**问：我怎样才能知道我是否可以通过电话进行资格重新证明？**

**答：**如果您被选中通过电话进行资格重新证明，您会收到一套告知您资格情况的资料。这套资料将在您的常规资格重新证明资料寄出之后邮寄给您。如果这套资料中有关您家庭的信息正确无误，您就可以使用互动语音应答系统进行电话资格重新证明。

**问：什么是IVRS？**

**答：**IVRS是人力资源管理局 (HRA) 使用的一种互动语音应答系统，用它可以让某些粮食券家庭打电话进行资格重新证明。

**问：通过IVRS进行资格重新证明，是否需要打某个特殊的电话号码？**

**答：**是的。这个电话号码是免付费的，邮寄给您的IVRS资料中将会提供该号码。IVRS资格重新证明必须在为您排定的办公室面谈日期至少一天以前完成。

**问：如果我通过IVRS完成资格重新证明，我是否仍应按照预约前往办公室进行资格重新证明面谈？**

**答：**不必。如果您通过IVRS成功地完成了资格重新证明，您会得到一个确认号码。完成IVRS访谈后两周之内，您将会收到邮寄的通知，告知您是否有资格继续领用粮食券。请记住，如果您通过IVRS完成资格重新证明，您不必按预约前往办公室进行面谈。

**问：如果我无法通过IVRS进行资格重新证明，或者我没有成功地完成互动访谈，应该怎么办？**

**答：**如果您无法通过IVRS完成资格重新证明，您必须按预约前往办公室进行面谈，或者致电您的粮食券办事处重新预约办公室面谈。

## IVRS的益处

如果您选择使用我们新的电话资格重新证明程序：

- 您可在每周7天、每天24小时中的任何时间打按键式电话进行资格重新证明。
- 您可以从系统选项中选择英文、西班牙语或中文（普通话）。
- 您不必前往当地NPA FS办事处。
- 您完成电话访谈后，将会得到一个确认号码。
- 您将会收到邮寄的通知，告知您是否有资格继续领用粮食券。

SAMPLE

You can recertify  
for food stamps  
by telephone



Interactive Voice  
Response System  
(IVRS)



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