



# FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner  
Policy, Procedures, and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

## **POLICY BULLETIN #09-33-OPE** *(This Policy Bulletin Replaces PB #09-11-OPE)*

### **SOCIAL SECURITY BENEFITS PROJECT**

<p><b>Date:</b> March 27, 2009</p>	<p><b>Subtopic(s):</b> Eligibility</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p><b>Revisions to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to inform staff about the following changes to the Appointment Notice (<b>EXP-85C</b>):</p> <ul style="list-style-type: none"> <li>• The general telephone number on the notice has been removed. MIS will enter the appropriate telephone number; and</li> <li>• The mandatory language on the bottom of the notice has been changed to read as follows:   “<i>This is a mandatory eligibility appointment. If you have any questions or are unable to keep this appointment, please contact us at the above telephone number prior to your appointment date. You can also call this number if you have a physical, mental health, or learning problem that makes it difficult for you to keep this appointment.</i>”</li> </ul> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform staff that effective February 2009, the SeniorWorks Center (<b>#84</b>) is implementing a citywide project to call-in individuals on Cash Assistance (CA) who are 62 years of age or older that have not filed an application for Social Security benefits. Participants who are homebound will be exempt from this call-in project.</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*

Revised **EXP-85C**

The **EXP-85C** was created for this project and will be sent out by Management Information Systems (MIS). The notice informs participants that the reason for the call-in appointment is to discuss Social Security benefits. This notice was revised 3/20/09 to allow for the insertion of the appropriate telephone number and to inform participants of where to call if they have a physical, mental health or learning problem that makes difficult to keep the appointment.

This is a mandatory eligibility appointment. Participants who fail to report (FTR) to the appointment without good cause are subject to a full case closing.

If the participant calls the Job Center with questions regarding this appointment notice, he/she should be instructed to call the telephone number provided in the notice.

Job Center Directors must ensure that all previous versions of the **EXP-85C** are removed from circulation and recycled.

A sample of the revised notice is attached.

*Effective Immediately*

**Attachments:**

- EXP-85C** Appointment Notice (Rev. 3/27/09)
- EXP-85C (S)** Appointment Notice (Spanish) (Rev. 3/27/09)

☞ Please use Print on Demand to obtain copies of forms

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Center: \_\_\_\_\_  
Caseload: \_\_\_\_\_  
Action Code: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

### Appointment Notice

Our records reflect that you are 62 years of age or older, and that you have not filed for Social Security Benefits.

The SeniorWorks Center works collaboratively with the Social Security Administration, community-based organizations, and other entities to assist older New Yorkers on cash assistance obtain all the benefits and services to which they may be entitled.

We are requesting that you come to SeniorWorks to discuss Social Security, and other benefits/services that may assist you in becoming self-sufficient and improve the quality of your life.

Your appointment has been scheduled for:

Appointment Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Travel Directions:

Please bring copies of any correspondence that would assist us to better understand your issues so that we can help you overcome any barriers you may have that are preventing you from obtaining a better quality of life. If you have applied for Social Security benefits, please bring proof that you have done so. If you are working, please bring copies of your latest pay stubs.

**This is a mandatory eligibility appointment.** If you have any questions or are unable to keep this appointment, contact us at the above telephone number prior to your appointment date. You can also call this number if you have a physical, mental health, or learning problem that makes it difficult for you to keep this appointment.

**FAILURE TO REPORT MAY RESULT IN A REDUCTION OR LOSS  
OF YOUR CASH ASSISTANCE BENEFITS.**

Fecha: \_\_\_\_\_  
Número de Caso: \_\_\_\_\_  
Nombre de Caso: \_\_\_\_\_  
Centro: \_\_\_\_\_  
Unidad de Casos: \_\_\_\_\_  
Código de Acción: \_\_\_\_\_  
Número de Teléfono: \_\_\_\_\_

### Aviso de Cita

Según nuestros archivos, usted tiene 62 años de edad o más, y no ha solicitado Beneficios de Seguro Social.

El Centro de SeniorWorks trabaja con la Administración de Seguro Social, organizaciones comunitarias y otras entidades para asistir a esos neoyorquinos mayores de edad que reciben asistencia en efectivo a obtener beneficios y servicios a los cuales pueden tener derecho.

Le pedimos que venga a SeniorWorks para platicar sobre el Seguro Social y otros beneficios/servicios que pueden ayudarle lograr a la autosuficiencia y mejorar la calidad de su vida.

Su cita esta programada para:

Fecha de la Cita: \_\_\_\_\_ Hora: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Indicaciones de Viaje:

Favor de traer copias de cualquier correspondencia que nos pueda ayudar a comprender mejor su situación. Para que podamos ayudarle a superar esos obstáculos que le estén impidiendo obtener una vida mejor. Si usted solicitó beneficios de Seguro Social, favor de traer prueba de que usted ya solicitó. Si usted está trabajando, favor de traer copias de sus más recientes talones de paga.

**Esta cita de elegibilidad es obligatoria.** Si tiene cualquier pregunta o si no puede cumplir esta cita, favor de comunicarse con nosotros al número que aparece arriba para obtener la fecha de su cita. También puede llamar a ese número si usted tiene un problema físico, salud mental o de aprendizaje que lo hace difícil mantener esta cita.

**EL NO PRESENTARSE COMO DEBIDO PUEDE RESULTAR EN UNA REDUCCIÓN O PÉRDIDA DE SUS BENEFICIOS DE ASISTENCIA EN EFECTIVO.**