



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #09-76-SYS (This Policy Bulletin Replaces PB #09-69-SYS)

### THE INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

<p><b>Date:</b> June 25, 2009</p>	<p><b>Subtopic(s):</b> Recertification</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p><b>Revision to the Previous Policy Bulletin:</b></p> <p>The Automated Telephone Recertification (<b>W-908E</b>) form has been revised to include language informing participants that they if they choose to recertify using the Interactive Voice Response System (IVRS), they must do so at least two business days before their regular scheduled recertification appointment.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform NCA FS Center staff about IVRS, which provides certain NCA FS households with the opportunity to recertify for benefits by use of an automated telephone response system.</p> <p>The Data Sheet (<b>W-908D</b>) form and the <b>W-908E</b> form were developed for the IVRS process and are mailed to households that are eligible to participate in IVRS.</p> <p>Form <b>W-908D</b> lists the current details of the participant’s household that the Family Independence Administration (FIA) has on record such as household composition, shelter information, and income. It informs participants that if the information listed is correct and has not changed, they can recertify using IVRS. If the information is incorrect or has changed, the participant cannot recertify via IVRS.</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*

IVRS recertification must be completed at least two business days before the participant's scheduled telephone recertification date.

Form **W-908E** explains the IVRS process and informs participants that if they have no changes to report, and want to recertify using IVRS, that they must call (866) 761-8357 at least two days prior to their scheduled telephone recertification interview. If the participant recertifies using IVRS, he/she does not have to take any further action and can disregard the recertification packet mailed to them a week after the **W-908D** and **W-908E** forms.

Selection of Eligible Cases for Recertification via IVRS

Only NCA FS participants that are aged/disabled and without earned income are eligible to recertify using IVRS. At the beginning of each month, cases that meet the eligibility criteria and are due for recertification in the following month are selected for this mailing.

Forms **W-908D** and **W-908E** are mailed out one week before the mailing of the normal NCA FS Recertification package.

Accessing the IVRS reporting system

The IVRS reporting system has also been developed and is available in the Human Resources Administration (HRA) Intranet application section. This report lists all cases that are eligible to recertify via IVRS for a given month and identifies households that have successfully completed the recertification interview via IVRS with a **Y** in the **IVRS Recert** field. If a **Y** does not appear in the **IVRS Recert** field, the participant did not complete the recertification interview and will have to recertify using his/her previously scheduled telephone interview.

Designated Workers in the FS Change Centers must access the IVRS reporting system daily to determine which participants completed their recertification interview successfully. Once the participants have been identified, Workers must access the Welfare Management System (WMS) to review the Resources File Integration (RFI) for discrepancies and if none are found, they should process a "no change" recertification. Any RFI discrepancies must be resolved before the case can be recertified. Participants who did not complete the IVRS process successfully, must recertify using their previously scheduled telephone interview.

To access the IVRS reporting system:

- Click **Program Applications** on the HRA Intranet home page.

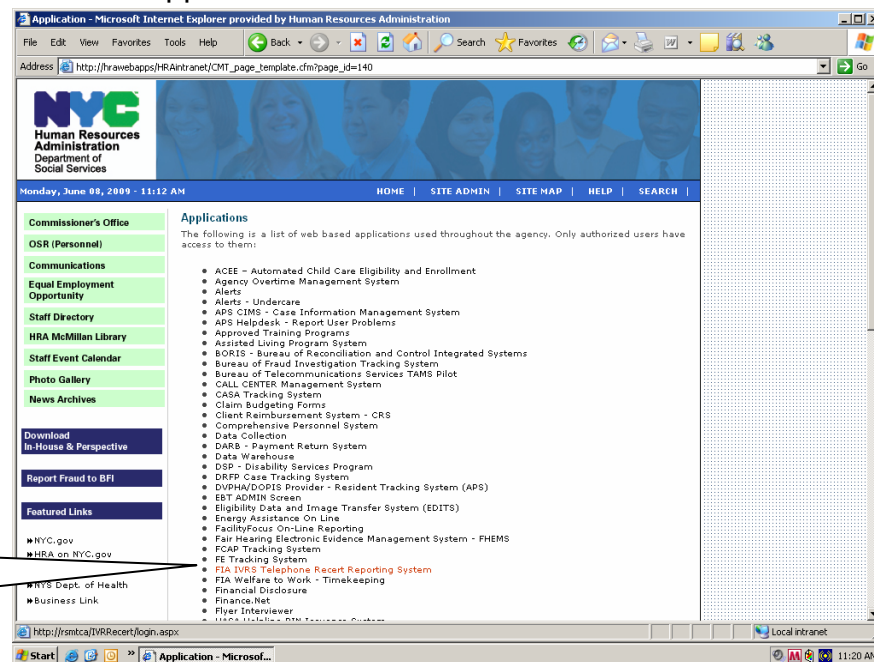
HRA Intranet Home Page



Click Program Applications

- Select **FIA IVRS Telephone Recert Reporting System** from the list of Applications.

Applications screen



Click FIA IVRS Telephone Recert Reporting System

The **HRA Telephone Recert Reporting System Log in** screen appears.

**Log in screen**

This screen has not yet been updated with the new system name, **FIA IVRS Telephone Recert Reporting System**

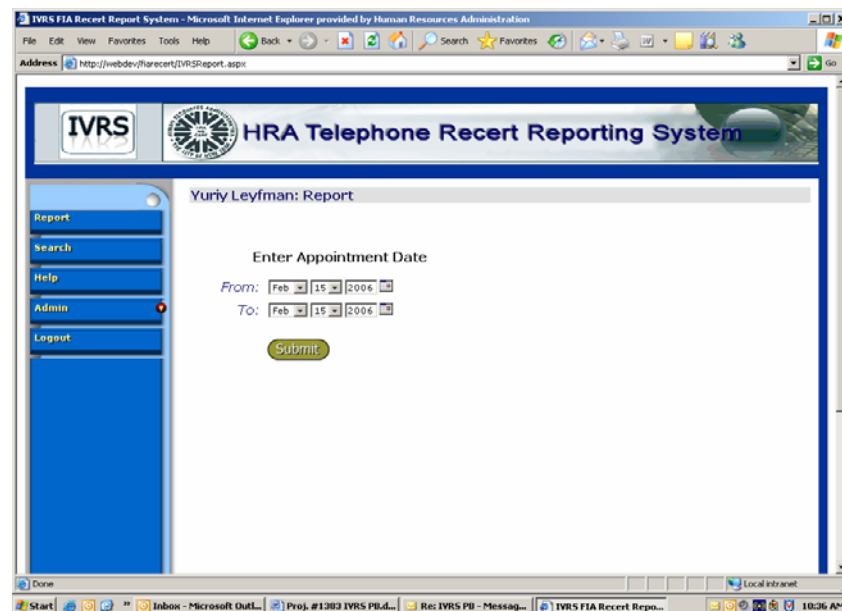


- Enter the **User ID** and **Password**, click **Log In** and either the **IVRS Admin** or **Enter Appointment Date** screen appears.

**Admin screen**

The **Admin** screen is completed by authorized personnel only to add/delete staff as users of the **FIA IVRS Telephone Recert Reporting System**.

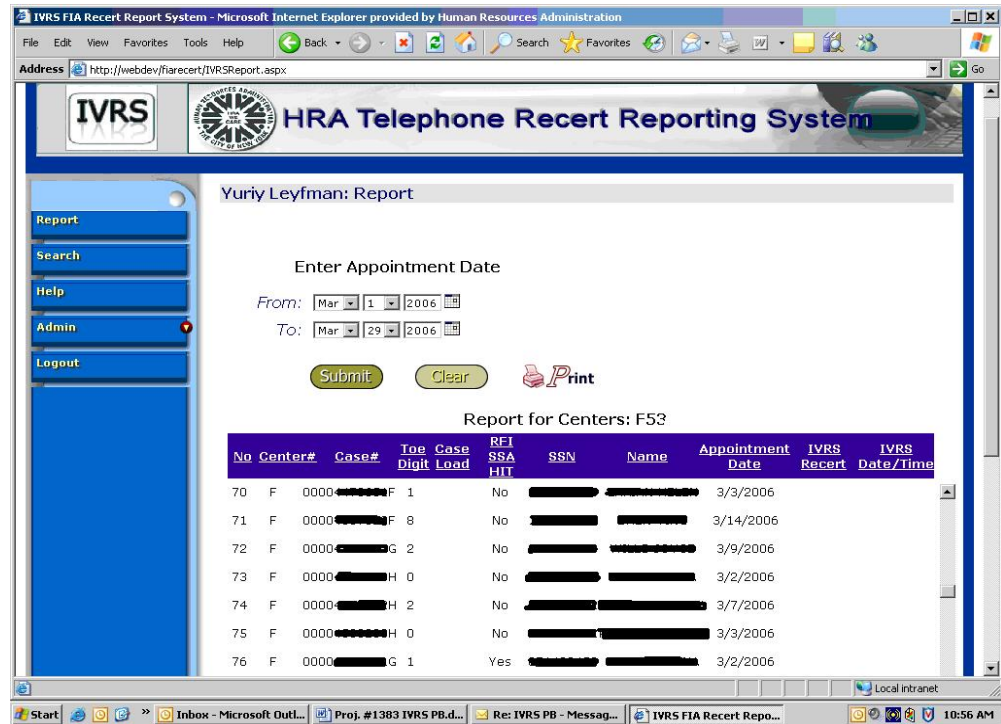
**Enter Appointment Date screen**



- Enter the **From** and **To** dates for the desired range of recertification dates, press **Submit** and the **Report for Centers** screen will appear.

**Report for Centers**  
screen

Staff will only see cases for the Center they are assigned to.



- On a daily basis, designated Workers in FS Change Centers will access the **FIA IVRS Telephone Recert Reporting System** and check to see if there is a **Y** in the **IVRS Recert** column. If there is a **Y**, the designated Worker will complete a “no change” recertification for these participants. If a **Y** does not appear, these participants will have to recertify by telephone or in-person.

Manual Actions  
Required by Worker

WMS must still be updated even if the participant successfully completed the recertification interview by IVRS. The FS Change Center Worker must:

A Client Notices System (CNS) notice will be generated by this action; therefore a manual notice is not required.

1. Annotate the Paperless Office System (POS) Recertification Interview Log **WINRO76** to indicate that the participant recertified via IVRS;
2. Calculate and save a new budget;
3. Enter a Continuing Eligibility Determination (CED) date in Element **012** on the Turn-Around Document (TAD);
4. Enter Authorization Code **44498** in the **New Authorization Number** field on the TAD;
5. Enter code **P** in the **FSINTW** field in Element **060** on the TAD.

See [PB #08-121-SYS](#) for FSINTW information.

Availability of  
IVRS Cases

Cases will remain in the online IVRS database for a six-month period. If, for example, a case receives an IVRS Telephone Recertification Notice on March 17, 2009, and has a scheduled FS Recertification Date of April 6, 2009, and an Authorization to Date of May 31, 2009, the case would remain in the online IVRS file from March 2009 through September 2009. The case would then be placed in a history file.

The FS Change Center will be able to sort and access the list as needed (e.g., by center recertification date within Unit Worker, by straight next recertification date, by case number, and by successful telephone interview date).

If a participant reports to his/her home NCA FS Center for an in-person recertification interview, Workers must proceed as follows:

#### Model Centers

The Front Door Reception (FDR) Receptionist must issue the participant either an **NCA-General** or an **NCA Recert** ticket and direct the participant to the NCA FS area. The NCA FS Receptionist must check the POS Recertification Interview Log to determine if the participant was IVRS eligible. If the participant was IVRS eligible, the NCA FS Receptionist must log into the **FIA IVRS Telephone Recert Reporting System** to see if the participant successfully completed the recertification via IVRS and:

- if a **Y** appears, inform the participant that his/her case has been recertified and that no further action is required.
- if there is no entry indicating that the participant recertified, the participant must be given a ticket to see a FS Worker.

Before the FS Worker begins the recertification interview for IVRS eligible participants who have not recertified using IVRS, the Worker must check the POS Recertification Interview Log to determine if the participant has already recertified via the telephone interview process. If the participant:

- has completed the recertification process, he/she must be informed that his/her case has been recertified and that he/she may leave the Center.
- has not completed the recertification process, the Worker must conduct the recertification interview.

## Non-Model Centers

The Receptionist must check the POS Recertification Interview Log to determine if the participant was eligible to recertify via IVRS. If the participant was IVRS eligible, the Receptionist will check the **FIA IVRS Telephone Recert Reporting System** to see if the participant successfully recertified via IVRS. If a **Y** appears, the Receptionist will inform the participant that his/her case has been recertified and that no further action is required.


If there is no entry indicating that the participant recertified via IVRS, the Receptionist will check to see if the participant recertified via the telephone interview process and if yes, will inform the participant that he/she has recertified and can leave the Center.

If there is no indication on the POS Recertification Interview Log that the participant has recertified, then the participant's case must be assigned to a Worker for a recertification interview on the same-day.

*Effective Immediately*

### Attachments:

<b>W-908D</b>	Data Sheet (Rev. 11/25/08)
<b>W-908D (S)</b>	Data Sheet (Spanish) (Rev. 11/25/08)
<b>W-908E</b>	Automated Telephone Recertification (Rev. 6/25/09)
<b>W-908E (S)</b>	Automated Telephone Recertification (Spanish) (Rev. 6/25/09)

 Please use Print on Demand to obtain copies of forms.

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

### Data Sheet

Listed below is information the Human Resources Administration (HRA) currently has on file concerning your Food Stamp case. We need to verify this information to determine if you are still eligible for assistance. If the information here is correct and has not changed, you can recertify using HRA's automated Interactive Voice Response System (IVRS).

SAMPLE

#### Household Composition

Name	Birthdate	SSN

#### Shelter Information

Address of Record: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Monthly Rent Amount: \$ \_\_\_\_\_



**Persons in Household with Income**

Name	Income Type	Monthly Income
Total Monthly Household Income		

SAMPLE

**Aliens (Non-U.S. Citizens) in the Household**

Name	Alien Registration Number

**Other Allowances**

Allowance Type	Name of Person with Allowance

**If the information on this Data Sheet is incorrect or has changed, you must recertify by means of the manual phone interview or the face-to-face interview that has already been scheduled for you.**

Fecha: \_\_\_\_\_  
 Número de Caso: \_\_\_\_\_  
 Nombre de Caso: \_\_\_\_\_

### Hoja de Datos

Más abajo aparece información que actualmente la Administración de Recursos Humanos (Human Resources Administration – HRA) tiene archivada de su caso de Cupones para Alimentos. Necesitamos para verificar esta información para determinar si usted aun es elegible para asistencia. Si la información mas abajo es correcta y no ha cambiado, usted puede recertificarse mediante el Sistema Interactivo de Respuesta Vocal (Voice Response System – IVRS) de HRA.

SAMPLE

**Composición del Hogar**

Nombre	Fecha de Nacimiento	NSS

**Información de Albergue**

Dirección en el Expediente: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Cantidad de Alquiler Mensual: \$ \_\_\_\_\_

**Personas en el Hogar con Ingreso**

Nombre	Tipo de Ingreso	Ingreso Mensual
Ingreso Mensual Total del Hogar		

SAMPLE

**Extrajeros (No Ciudadanos de EE. UU. Citizens) en el Hogar**

Nombre	Número de Registro de Extranjero

**Otras Asignaciones**

Tipo de Asignación	Nombre de la Persona con Asignación

**Si la información en esta Hoja de Datos es incorrecta o ha cambiado, usted tiene que recertificarse mediante la entrevista por teléfono manual o la entrevista cara-a-cara que ya se le ha programado.**

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

## Automated Telephone Recertification

The Human Resources Administration (HRA) has a new way for you to recertify for food stamps 24 hours a day, seven days a week, right from your home. You can now use our new automated Interactive Voice Response System (IVRS) to recertify. All you need is a touch-tone telephone.

The enclosed Data Sheet (**W-908D**) lists the current information HRA has on file concerning your food stamp case. If the information on the Data Sheet is correct and has not changed, you are encouraged to use the automated IVRS for your recertification.

If you choose to use the automated IVRS process:

- You can call (866) 761-8357 (toll free) 24 hours a day, 7 days a week, beginning now
- You will be able to choose English, Spanish, or Chinese (Mandarin) from the language options
- You will receive a confirmation number once you complete the automated IVRS process
- You will receive a notice in the mail indicating your continued eligibility for food stamps

Soon, you will receive your recertification material in the mail that will include a scheduled appointment to recertify on \_\_\_\_\_. **If you choose to recertify using IVRS, you must do so at least two business days before your scheduled recertification appointment.**

**If you complete your recertification using IVRS and you received a confirmation number, you can disregard the recertification material sent to you following this notice. You do not need to send us anything back in the mail or come into the office for an interview. No further action is required once you have completed the automated IVRS recertification process.**

If you do not choose to use our new automated IVRS system you must review the recertification material that you will receive shortly and complete your recertification by either the telephone interview process as explained in the material or by coming into the Food Stamp Center for your interview.

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_

### Recertificación Telefónica Automatizada

La Administración de Recursos Humanos (Human Resources Administration – HRA) cuenta con un nuevo método de recertificación para cupones para alimentos las 24 horas del día, los siete días de la semana, desde su propio hogar. Para recertificarse, ahora usted puede utilizar nuestro nuevo Sistema Interactivo de Respuesta Vocal (Interactive Voice Response System – IVRS). Sólo necesita un teléfono con teclas.

La Hoja de Datos [W-908D (S)] adjunta lista la información actual que la HRA tiene en el expediente de su caso de cupones para alimentos. **Si la información en la Hoja de Datos es correcta y no ha cambiado, le recomendamos que utilice el IVRS automatizado para su recertificación.**

Si usted elige utilizar el nuevo trámite automatizado de IVRS:

- Puede llamar al (866) 761-8357 (número gratuito) las 24 horas del día, los 7 días de la semana, empezando hoy día.
- Puede elegir entre inglés, español, o chino (mandarín) de las opciones de idiomas.
- Recibirá un número de confirmación una vez lleve a cabo el trámite automatizado de IVRS.
- Recibirá un aviso en el correo que le indicará su elegibilidad continua para cupones para alimentos.

Pronto usted recibirá por correo material de recertificación que incluye una cita programada el \_\_\_\_\_. **Si usted elige recertificarse mediante IVRS, debe hacerlo por lo menos dos días laborables antes de su cita programada de recertificación.**

**Sin usted termina la recertificación mediante IVRS y ya ha recibido un número de confirmación, puede hacer caso omiso del material de recertificación que se le ha enviado posteriormente a este aviso. No necesita enviarnos ningún documento de vuelta por correo o presentarse a la oficina para una entrevista. No se necesita ningún paso adicional por parte suya una vez haya terminado el trámite automatizado de IVRS.**

Si usted no desea utilizar nuestro nuevo sistema automatizado de IVRS, tiene que repasar todo el material de recertificación que recibirá pronto y realizar su recertificación por el trámite de entrevista por teléfono que se explica en el material, o presentarse en persona para su entrevista en el Centro de Cupones para Alimentos.