



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #10-95-OPE

### NEW FORM FOR RESCHEDULED TELEPHONE RECERTIFICATIONS

<b>Date:</b> September 7, 2010	<b>Subtopic(s):</b> Forms
<p>  This procedure can now be accessed on the FIAweb.           </p> <p>  Please use Print on Demand to obtain copies of forms.           </p>	<p>The purpose of this policy bulletin is to inform Non Cash Assistance Food Stamp (NCA FS) Center staff about the creation of the Notice of Rescheduled Food Stamp Telephone Recertification Interview (<b>W-908F</b>) form.</p> <p>Form <b>W-908F</b> documents an NCA FS participant's request to reschedule his/her telephone recertification interview and informs him/her of the new telephone recertification interview date and time.</p> <p>Home Center Control Workers are to ensure that Form <b>W-908F</b> is mailed to NCA FS participants who have rescheduled their telephone recertification interview.</p> <p>Samples of the form are attached.</p> <p><i>Effective Immediately</i></p> <p><b>Attachments:</b></p> <p><b>W-908F</b> Notice of Rescheduled Food Stamp Telephone Recertification Interview</p> <p><b>W-908F (S)</b> Notice of Rescheduled Food Stamp Telephone Recertification Interview (Spanish)</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 Fax* or fax to: (917) 639-0298

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Participant Name: \_\_\_\_\_  
Center: \_\_\_\_\_

### Notice of Rescheduled Food Stamp Telephone Recertification Interview

As you requested, we have rescheduled a telephone recertification interview for you on the date and time listed below. We have also listed the telephone number that we will contact you at.

Telephone interview date: \_\_\_\_\_ Time: \_\_\_\_\_

Telephone number we will contact you at: \_\_\_\_\_.

If you prefer to be contacted at a different telephone number, please call us at \_\_\_\_\_ at least one day prior to your rescheduled telephone recertification interview date so that we may update our records.

A certain amount of time is needed to complete an interview, so please allow up to 60 minutes after your scheduled interview time to receive the call and complete the interview.

Once you have completed your telephone recertification interview and you have been informed that you have been recertified, there is **NO** need for you to come in person to the food stamp office.

SAMPLE

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

### **Aviso de Nueva Entrevista de Recertificación Telefónica de Cupones para Alimentos**

A petición suya, hemos reprogramado una entrevista telefónica de recertificación para usted en la fecha y horas a continuación. Además, hemos listado el número de teléfono al cual nos comunicaremos con usted.

Fecha de la entrevista telefónica: \_\_\_\_\_ Hora: \_\_\_\_\_

Número de teléfono al cual nos comunicaremos con usted: \_\_\_\_\_.

Si usted prefiere que se le llame a un número de teléfono distinto, favor de llamarnos al \_\_\_\_\_

por lo menos un día antes de la fecha de su entrevista telefónica reprogramada de certificación para que nosotros podamos actualizar nuestros expedientes.

Se necesita cierta cantidad de tiempo para llevar a cabo una entrevista, de manera que por favor calcule hasta 60 minutos después de la hora de su entrevista programada para recibir la llamada y realizar la entrevista.

Una vez que usted haya llevado a cabo la entrevista de recertificación y se le haya informado que ha sido recertificado(a), **NO** tiene que presentarse en persona a la oficina de cupones para alimentos.

