

M E M O R A N D U M

DATE: February 20, 2018

TO: Supplemental Nutrition Assistance Program (SNAP) Center Directors,
Job Center Directors and Regional Managers

FROM: James K. Whelan, Executive Deputy Commissioner
Office of Policy, Procedures, and Training *JKW*

SUBJECT: On Demand Expansion to Include SNAP Applications

On March 1, 2018, Manhattan and Staten Island SNAP centers will be moving into the SNAP On Demand initiative for application interviews.

The SNAP On Demand initiative is a multi-phased expansion to include application interviews. Applicants are able to call 718-SNAP NOW (718-762-7669) at any time during business hours to have the application interview, rather than the agency scheduling an interview and calling the applicant.

Any applicant from participating centers, who prefer an in-person interview, can contact Infoline to schedule the interview at their SNAP Center.

The first phase began on September 1, 2017 with the SNAP centers in Brooklyn.

Operations will notify additional locations as they are added.

Effective immediately

Related Items:

PB # 17-76-SYS SNAP POS on Demand Release Notes