

M E M O R A N D U M

DATE: September 27, 2019

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

FROM: James K. Whelan, Executive Deputy Commissioner *JKW*

SUBJECT: Restructuring Supplemental Nutrition Assistance Program (SNAP)

This Center Director (CD) Memorandum is being issued to announce a new Human Resources Administration (HRA) / Family Independence Administration (FIA) Supplemental Nutrition Assistance Program (SNAP) project that converts selected Home Center staff to On-Demand agents. This addresses the increase in call volume and the decreases in Home Center traffic and allows the On-Demand staff to have a rotating schedule where they are on the phone four out of five days and assigned to processing one out of five days.

All Telephone Interview Processing Services (TIPS), TIPS 24 and TIPS 43, are combined under one SNAP Center ID of TIPS 42 On-Demand. The three physical TIPS locations will remain and five satellite locations in the selected Home Centers have been established. On-Demand agents complete non-deferred application and non-deferred recertification cases during their four days on the phone, and on their fifth day they will process deferred/two-touch cases.

Staff from the following SNAP Home Centers have converted to On-Demand agents:

- Coney Island (**S22**);
- East New York (**S28**);
- Crotona (**S46**);
- Jamaica (**S54**);
- Richmond (**S99**).

A corresponding number of supervisory staff have also converted to On-Demand supervisors.

Effective September 16, 2019